



## **Workforce Performance Committee**

CareerSource Tampa Bay

Feb 1, 2023 9:00 AM - 10:00 AM EST

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##### **A. Next Workforce Performance Meeting - May 3, 2023**

# Pledge of Allegiance





# Workforce Performance Committee Minutes

CareerSource Tampa Bay  
Nov 2, 2022 at 9:00 AM EDT

## **Board Members Attendance**

### **Present:**

Members: John Howell (remote), Steve Morey (remote), Gil Schisler (remote)

### **Absent:**

Members: Tom Aderhold, Stephanie Brown-Gilmore, Jermaine White

## **Staff Attendance**

### **Present:**

Members: Saleema Bennett (remote), Rich Beynon (remote), Melissa Carroll (remote), Leondra Foster (remote), Chad Kunerth (remote), Tammy Stahlgren (remote), Doug Tobin (remote), April Torregiante (remote)

Guests: Nancy Brown - Division of the Blind (remote), Marcelle Blanchett - Division of the Blind (remote), Elizabeth Morales - EDSI (remote), Paul Casebolt - EDSI (remote)

Board Liaison: Ken Jones (remote)

### **I. Call to order, Welcome and Roll Call (Presenters: Steve Morey)**

Chair, Steve Morey called the meeting to order at 9:10 a.m. There was a quorum present.

### **II. Pledge of Allegiance (Presenters: Steve Morey)**

Steve Morey led the Pledge of Allegiance.

### **III. Public Comments**

There were none.

### **IV. Action / Discussion Items**

#### **A. Approval of Minutes - August 3, 2022 Workforce Performance Committee Meeting (Presenters: Steve Morey)**

#### **Motion:**

To approve the minutes from August 3, 2022 WorkForce Performance Committee meeting.

Motion moved by John Howell and motion seconded by Gil Schisler. Motion carried.

B. Approval of Training Programs (Presenters: Melissa Carroll)

**Motion:**

To approve Access Computer Training, LLC and Hillsborough Community College's waiver request for the training program addition outside of the application period and application for new training program.

Motion moved by Gil Schisler and motion seconded by John Howell. Motion carried. No discussion occurred.

V. Information Items

A. PY22-23 Strategic Metrics Dashboard Update (Presenters: Chad Kunerth)

High level overview of the Live Strategic Goals Dashboard was reviewed. Here is the link to the live dashboard: [Strategic Goals Live Dashboard Link](#).

B. REACH Preliminary Performance Review (Presenters: Chad Kunerth)

On October 17th, 2022, CareerSource Florida released program year 2021-2022 baseline letter grades for all 24 Florida Workforce Regions. CareerSource Tampa Bay received a score of 90.1, corresponding to a letter grade of A-. Specific performance was reviewed and is also available at <https://analytics.careersourceflorida.com/LetterGrades>.

C. One-Stop Operator Update (Presenters: Paul Casebolt)

Paul Casebolt, was promoted to the OSO position and began working in that capacity on September 19, 2022. He has been providing one to two days per week of support of his previous role while a reorganization plan for Career Services was being approved and implemented. Paul will be fully transitioned to his role as the OSO for CSTB on October 31, 2022.

Highlights from August 2022 Customer Satisfaction Survey were reviewed.

- 52 Overall Net Promoter score
  - 61 Tampa Center
  - 83 Brandon Center
  - 100 Plant City

- 0 Ruskin
- 66% of all respondents rated the resource(s) received in helping attain new employment to be very valuable or extremely valuable.
- 33% of our customers were referred by another agency.

Highlights from August 2022 Employer Survey were reviewed.

- 43% of employers felt candidates coming from CSTB met most of the minimum qualifications.
- 80% hired 1-4 candidates while 20% hired 13 or more candidates.

D. Special Grants Update (Presenters: Saleema Bennett)

The following grant highlights were reviewed:

Tech Boost Grant is utilized to increase Information Technology and IT-related industry sector based credentials and work-based learning.

- 24 Enrollments since the launch of the program.
- Total budget: \$387,000.
- 26% of the year's budget has been obligated.

Tech Quest Apprenticeship Grant targets IT candidates for apprenticeship and pre-apprenticeship programs enrollment.

- 24 Enrollments in PY 22-23.
- Total budget: \$79,000.
- 18.2% of the year's budget has been obligated.

National Dislocated Worker Grant (NWDG) targets assisting Hillsborough County residents that have been impacted by Covid to be placed in temporary employment or receive occupational skills training.

PY 22-23

- PWE - 20 Enrollments.
- OST - 4 Enrollments.
- Total Served: 24.

Grant TD

- PWE: 58 Enrollments.
- OST: 13 Enrollments.
- Total Served: 71.
- PWE Total budget: \$.65,465.
- 100% of the year's budget has been obligated.
- OST Total Budget \$98,461.
- 55% of the year's budget has been obligated.

Get There Fast Grant is a Veteran and Military Spouse Grant The GTF grant that is expanding current training and resource to address regional needs for Veterans, Transitioning Service Members and Military Spouses by providing employment training, employment and support programs.

PY 22-23

- OJT: 2 Enrollments.
- OST: 17 Enrollments.
- IT Pre/Apprenticeship: 2 Enrollments.
- Total Served: 21.
- CSTB is ranked #3 in the state in regards to enrollments, when compared to other regions who received the grant.

Apprenticeship to Career Empowerment

- 10/19/2022 - Resumed ACE with Front End Developer Class.
  - 8 participants.
- 10/27/2022 - Digital Marketing Class begun.
  - 64 participants seated in ACE 2.0.
  - 52 Participants successfully completed training.
  - 57 Measurable Skills gained.
  - 18 Completers have gone to work.
  - Average wage \$16.22.

#### VI. Industry Insights

Tampa Bay EDC is recruiting companies and helping them grow. There's nothing more important than a workforce. Things are going very well for Tampa right now, but we need to make sure that we're still continuing to provide a pipeline of candidates to fulfill the needs of companies that are considering moving here.

#### VII. Future Business

There was none.

#### VIII. Adjournment

The meeting was adjourned at 9:48 a.m.

Minutes prepared by Tammy Stahlgren, Administrative Services Coordinator.



## **Action Item**

### **Approval of New Training Provider**

#### **Process for New Training Providers**

Eligible Training Provider Policy application threshold criteria are as follows:

- Limit new training providers/new training programs to a maximum of 12 enrollments until performance is established
- ITA Cap: Training customers may receive training assistance under ITA services up to a lifetime cap of \$7,500.00 per individual.
- Limit training programs to those with a minimum entry level wage rate of \$16.25 per hour hour\* (based on annual regionally adjusted wage rate)

#### **Customer Choice**

WIOA training services must be provided in a manner that maximizes informed consumer choice in selecting an eligible provider. Individuals who are interested in training services are made aware of the full array of training services by CSTB. They are invited to review and research training providers and programs outlined on the CSTB's approved training provider list. Training provider and program selections must fall on CSTB's ETPL to be considered for enrollment through the WIOA program.

#### **Information for Tables Below**

- Average Wage at Placement was provided by the Training Provider
- Entry Wage Rate based on the Standard Occupational Classification (SOC) code for the training program listed on the CSTB Region 15- Regional Targeted Occupation List for PY 22-23\*.
- Color legend:

Does not meet the minimum entry level wage rate
Does not meet completion rate of 65%
Does not meet wage rate and completion rate

**[REMAINDER OF THE PAGE LEFT BLANK]**

## **Finlay Institute of Nursing**

8011 N. Himes Avenue Suite 1, Tampa, FL 33614

Finlay Institute of Nursing has an Annual License with the CIE dated 2.1.2022. Finlay Institute of Nursing self-attested that they will start reporting to FETPIP annually. Staff conducted a site visit on Friday, 1.13.2023.

### **Courses/Certificate/Diploma Programs**

<b>Program – Course # - Type of Degree or Certificate</b>	<b>Books &amp; Supplies</b>	<b>Tuition</b>	<b>Fees</b>	<b>Total Cost</b>	<b>Duration of Training</b>	<b>Completion Rate</b>	<b>Average Wage at Placement</b>	<b>RTOL 22-23 Entry Wage Rate*</b>
Home Health Aide – Diploma	\$85.00	\$665.00	\$100.00	\$850.00	3 weeks	97.56%	\$15.00	\$10.48
Nursing Assistant – Diploma	\$150.00	\$1,085.00	\$215.00	\$1,450.00	6 weeks	95%	\$15.00	\$12.46
Medical Assistant – Diploma	\$420.00	\$5,125.00	\$215.00	\$5,760.00	7 months	100%	\$25.00	\$22.60
Patient Care Technician – Diploma	\$325.00	\$4,460.00	\$215.00	\$5,000.00	6 months	100%	\$18.00	\$10.82
Pharmacy Technician Program – Diploma	\$200.00	\$3,140.00	\$100.00	\$3,440.00	5 months	100%	\$15.00	\$14.74
Phlebotomy Technician – Diploma	\$200.00	\$1,550.00	\$100.00	\$1,850.00	5 weeks	100%	\$18.00	\$17.11

- Finlay Institute of Nursing originally opened in 2016.
- Total enrollments for school year 2022-23:
  - Home Health Aide: 30
  - Nursing Assistant: 11
  - Medical Assistant: 10
  - Patient Care Technician: 7
  - Pharmacy Technician Program: 8
  - Phlebotomy Technician: 12

### **Recommendation**

Approval of Finlay Institute of Nursing's new training provider application to include the aforementioned training programs.





## Information Item

# PY22-23 Strategic Metrics Dashboard Update

Here's the link to the live dashboard: [Strategic Goals Live Dashboard Link](#)

### Introduction

This document was created to support individual CSTB Strategic PY22-23 Strategic Metrics Dashboard users as they review and interact with the Dashboard tool and seek to better understand the methodology for how metrics are calculated and reported.

### Dashboard Data Dictionary

**Individuals Served**- Count of distinct customers that are assigned to Region 15 and have received a service or activity in WIOA, Generic Programs, WP, TAA, SNAP, or WT with an activity or service actual begin date between 7/1/2022 and 06/30/2023.

**WP Enrolled**- Count of distinct customers that are assigned to Region 15 and are enrolled in the Wagner-Peyser program with a participation date between 7/1/2022 and 06/30/2023.

**Employer Satisfaction**- Percentage of employers who select effective or higher to the monthly employer survey question "How effective has the CSTB staff been in providing you the services you need?" between 7/1/2021 and 6/30/2022.

**Placements**- Distinct count of customers assigned to Region 15 that had an activity code between 750 and 883 with an actual date between 7/1/2022 and 6/30/2023, a job placement start date in OSST between 7/1/2022 and 6/30/2023 or employment entered on the case closure with a closure date between 7/1/2022 and 6/30/2023.

**Business Penetration**- Count of distinct employers assigned to Region 15 who receive a service between 7/1/2022 and 6/30/2023.

**Repeat Business Percentage**- Count of distinct employers assigned to Region 15 who receive a service between 7/1/2022 and 6/30/2023 who received a service from CSTB between 7/1/2019 and 6/30/2022 divided by count of distinct employers assigned to Region 15 who receive a service between 7/1/2022 and 6/30/2023

**Work Experience Enrolled**- Count of customers assigned to Region 15 who receive a Work Experience activity with an actual begin date between 7/1/2022 and 6/30/2023.

**OJT/Apprenticeship Enrolled**- Count of customers assigned to Region 15 who receive an On-the-Job or Registered Apprenticeship activity with an actual begin date between 7/1/2022 and 6/30/2023.

**New Partners**- Count of new partners with CSTB who are registered in Unite US portal allowing partner to both send referrals to and receive referrals from CSTB.

**Services Provided-** Count of services, both staff assisted and self-service, provided to customers assigned to Region 15 with an actual date between 7/1/2022 and 6/30/2023.

**Completion to Funding-** Count of distinct WIOA and WP customers assigned to Region 15 who, between 7/1/2022 and 6/30/2023, have gone 90 days without a service who do not have a currently open activity divided by the distinct count of WIOA and WP customers who have an open activity or a last activity date within 90 days.

**WP Entered Employment %-** Count of WP Customers assigned to Region 15 who received a placement service between 7/1/2022 and 6/30/2023 divided by all WP Customers who have an active WP enrollment between 7/1/2022 and 6/30/2023.

**Youth Training Counts-** Count of WIOA Youth customers assigned to Region 15 who have an Occupational Skills Training, Apprenticeship, On-the-Job Training or Work Experience activity between 7/1/2022 and 6/30/2023.

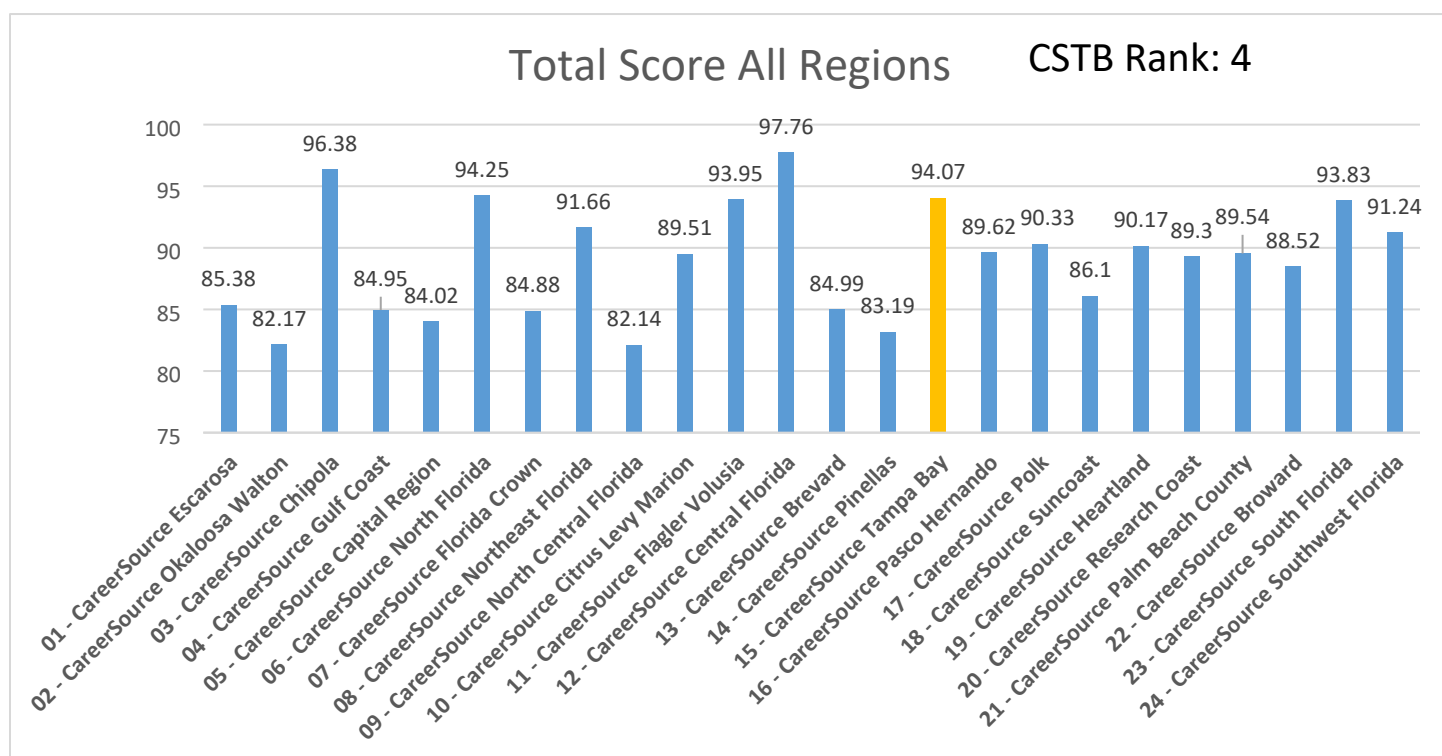
**Partner Referrals-** Count of referrals provided by CSTB to partners within the Unite Us platform between 7/1/2022 and 6/30/2023.

## REACH Performance Review

**Background:** On January 17<sup>th</sup>, 2023 CareerSource Florida Released Program Year 2022-2023 Quarter 1 Letter Grades for all 24 Florida Workforce Regions. Specific performance is reviewed below and is also available at <https://analytics.careersourceflorida.com/LetterGrades>.

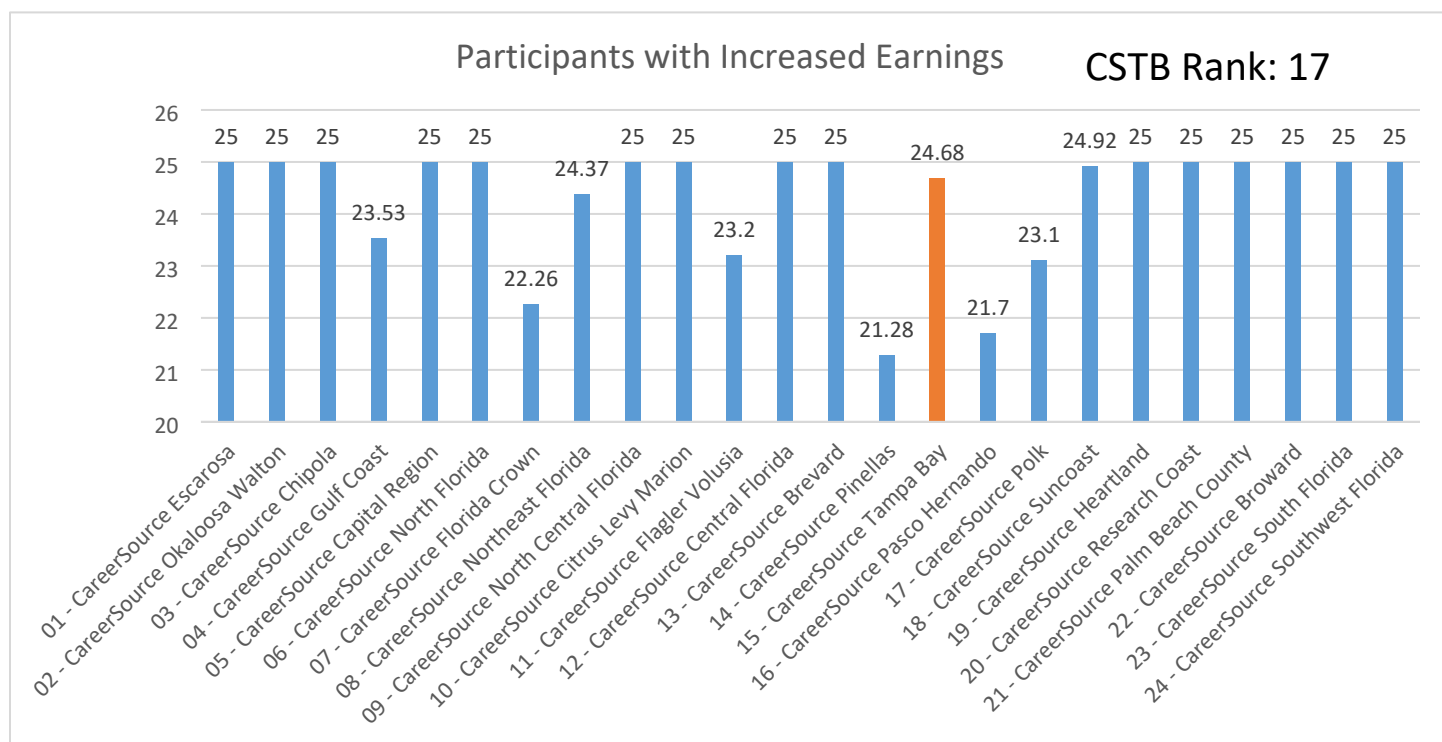
Region	Final Score	Letter Grade
01 - CareerSource Escarosa	85.38	B
02 - CareerSource Okaloosa Walton	82.17	B-
03 - CareerSource Chipola	96.38	A
04 - CareerSource Gulf Coast	84.95	B
05 - CareerSource Capital Region	84.02	B
06 - CareerSource North Florida	94.25	A
07 - CareerSource Florida Crown	84.88	B
08 - CareerSource Northeast Florida	91.66	A
09 - CareerSource North Central Florida	82.14	B-
10 - CareerSource Citrus Levy Marion	89.51	B+
11 - CareerSource Flagler Volusia	93.95	A
12 - CareerSource Central Florida	97.76	A+
13 - CareerSource Brevard	84.99	B
14 - CareerSource Pinellas	83.19	B
15 - CareerSource Tampa Bay	94.07	A
16 - CareerSource Pasco Hernando	89.62	B+
17 - CareerSource Polk	90.33	A
18 - CareerSource Suncoast	86.1	B
19 - CareerSource Heartland	90.17	A
20 - CareerSource Research Coast	89.3	B+
21 - CareerSource Palm Beach County	89.54	B+
22 - CareerSource Broward	88.52	B+
23 - CareerSource South Florida	93.83	A
24 - CareerSource Southwest Florida	91.24	A

## Total Scores



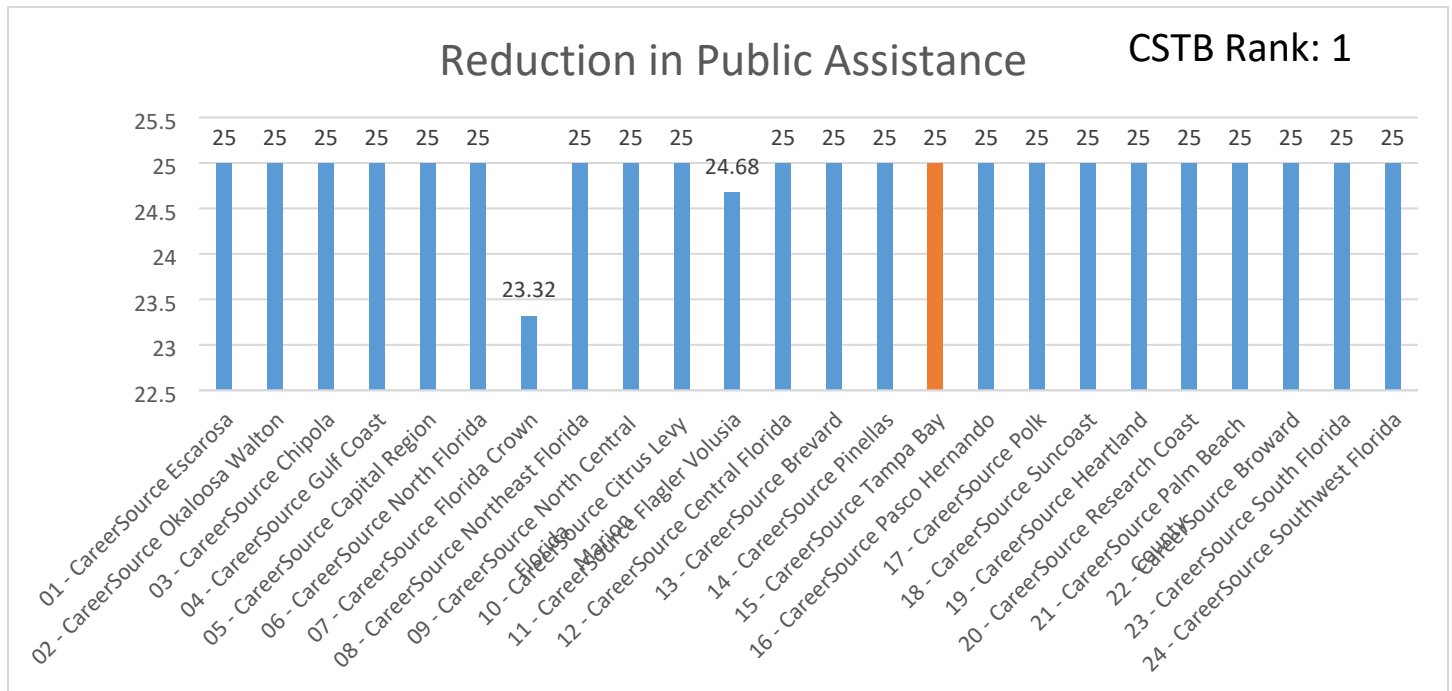
## Measure 1- Participants with Increased Earnings

The percentage of participants who earned more the second quarter after exit than before their engagement with the local workforce development board.



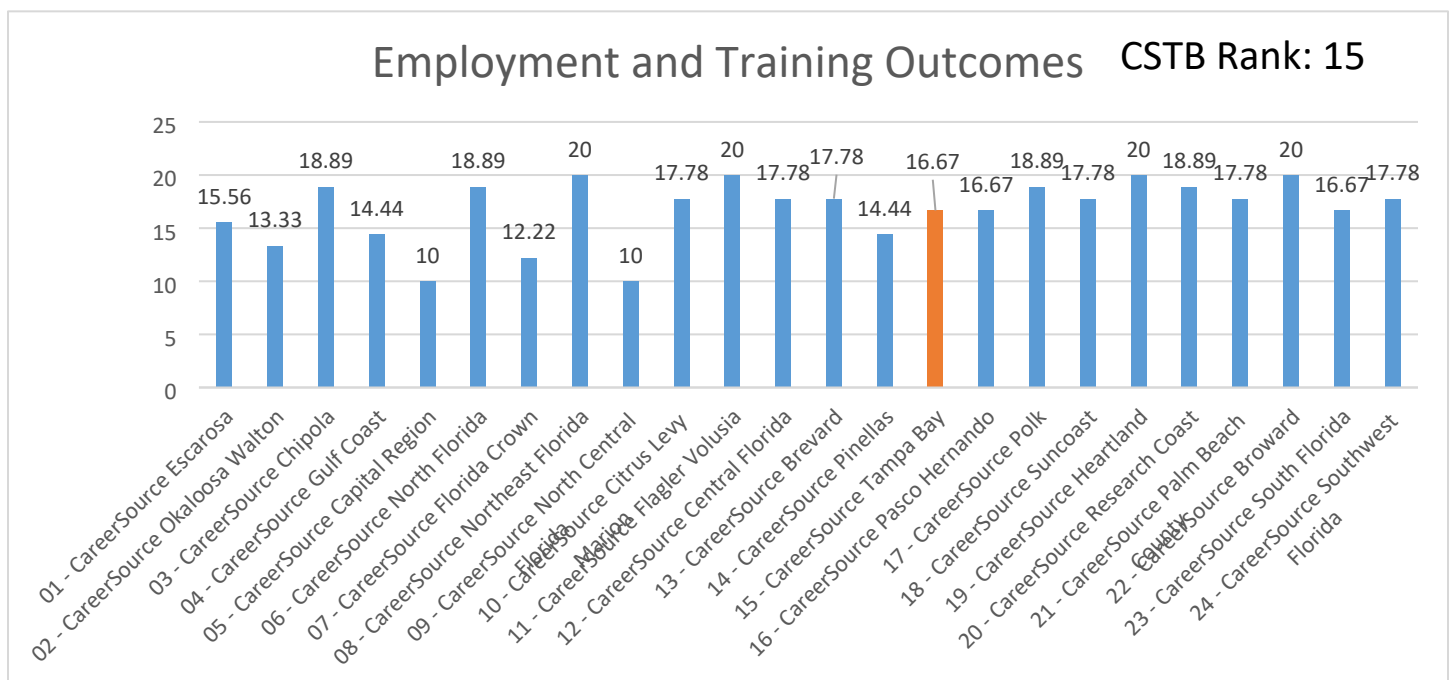
## Measure 2 – Reduction in Public Assistance

The percentage of exiters who received SNAP or TANF benefits during their engagement with the local workforce development board who were no longer receiving SNAP or TANF benefits in the fourth quarter after exit.



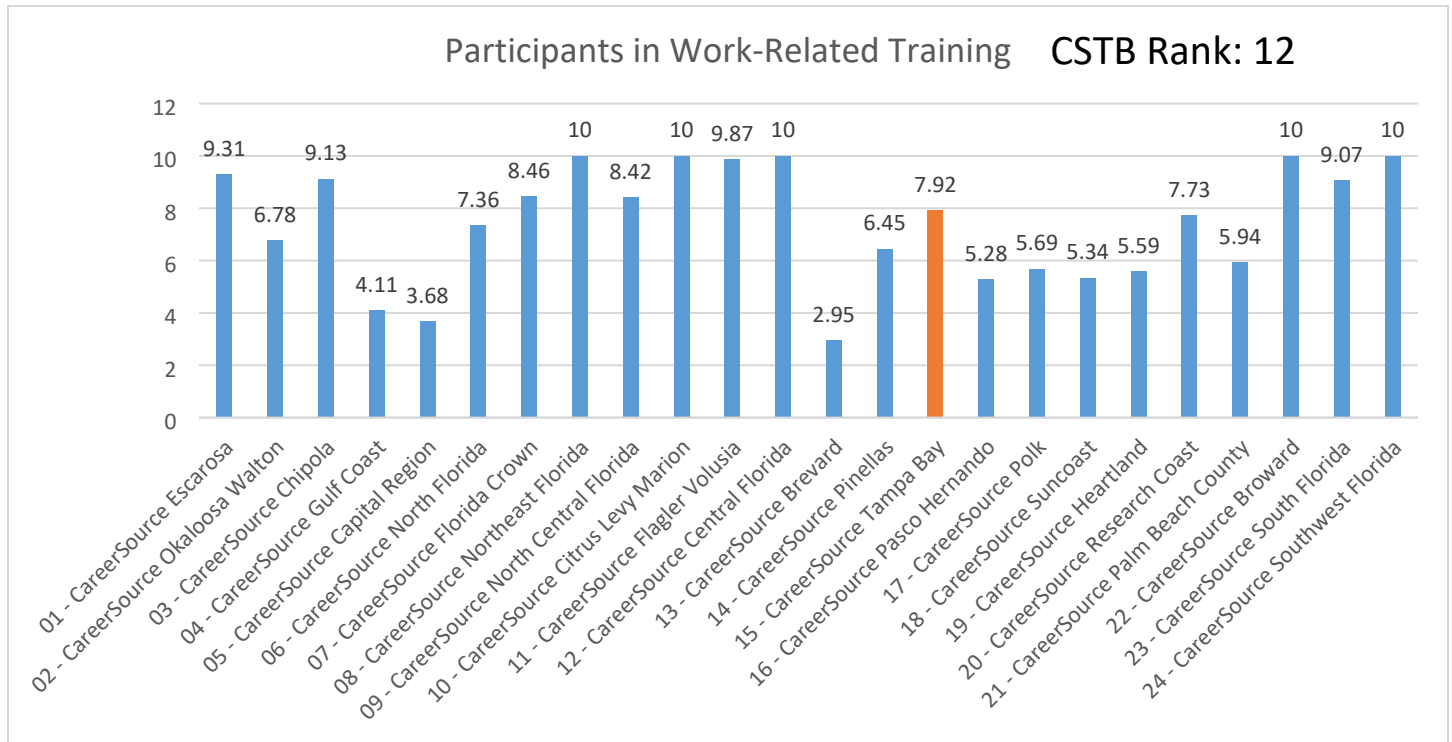
## Measure 3 – Employment and Training Outcomes

Comprises the local workforce development board's existing 18 federal accountability measures.



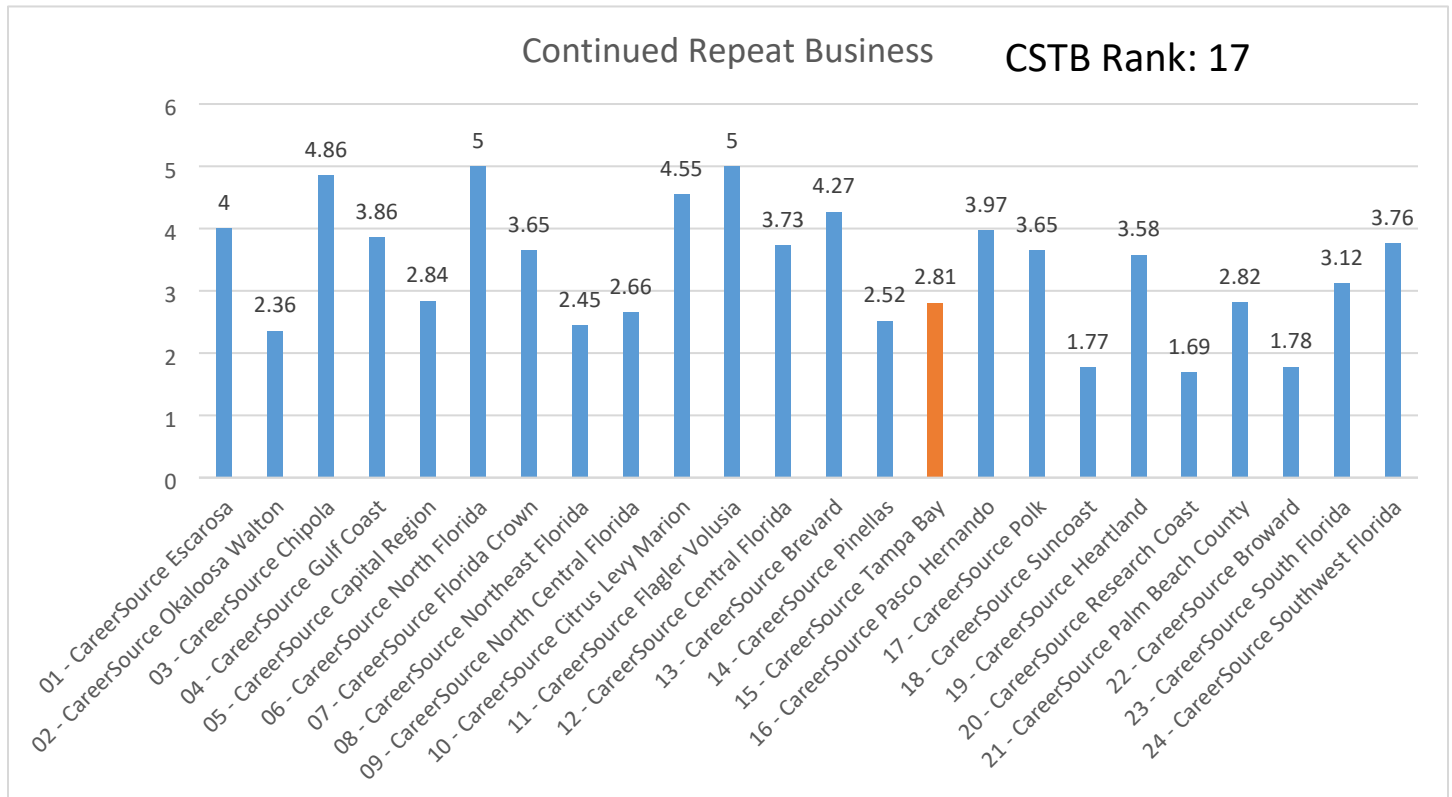
## Measure 4 – Participants in Work-Related Training

The percentage of all job seekers who were enrolled in work-related training.



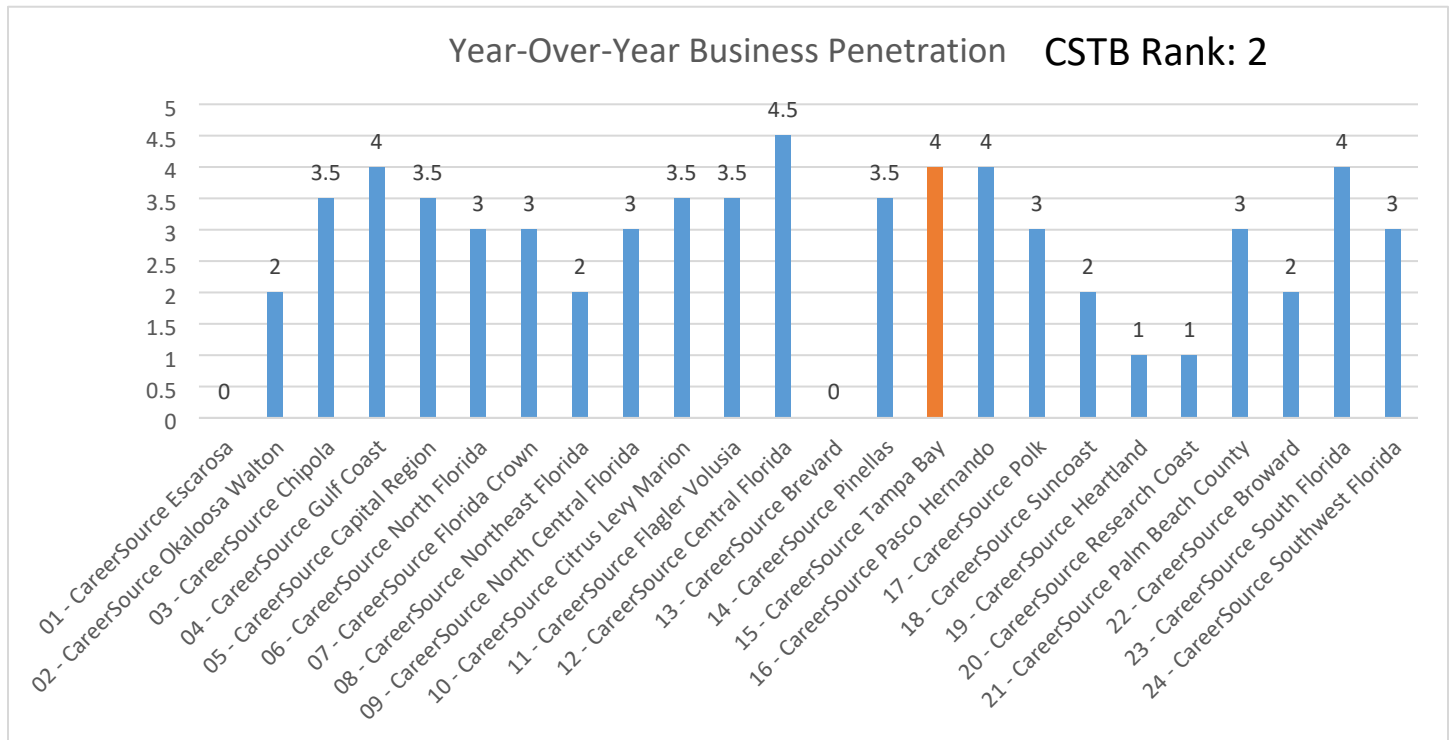
## Measure 5- Continued Repeat Business

Percentage of employers served in prior three years that continued to be served in the current program year.



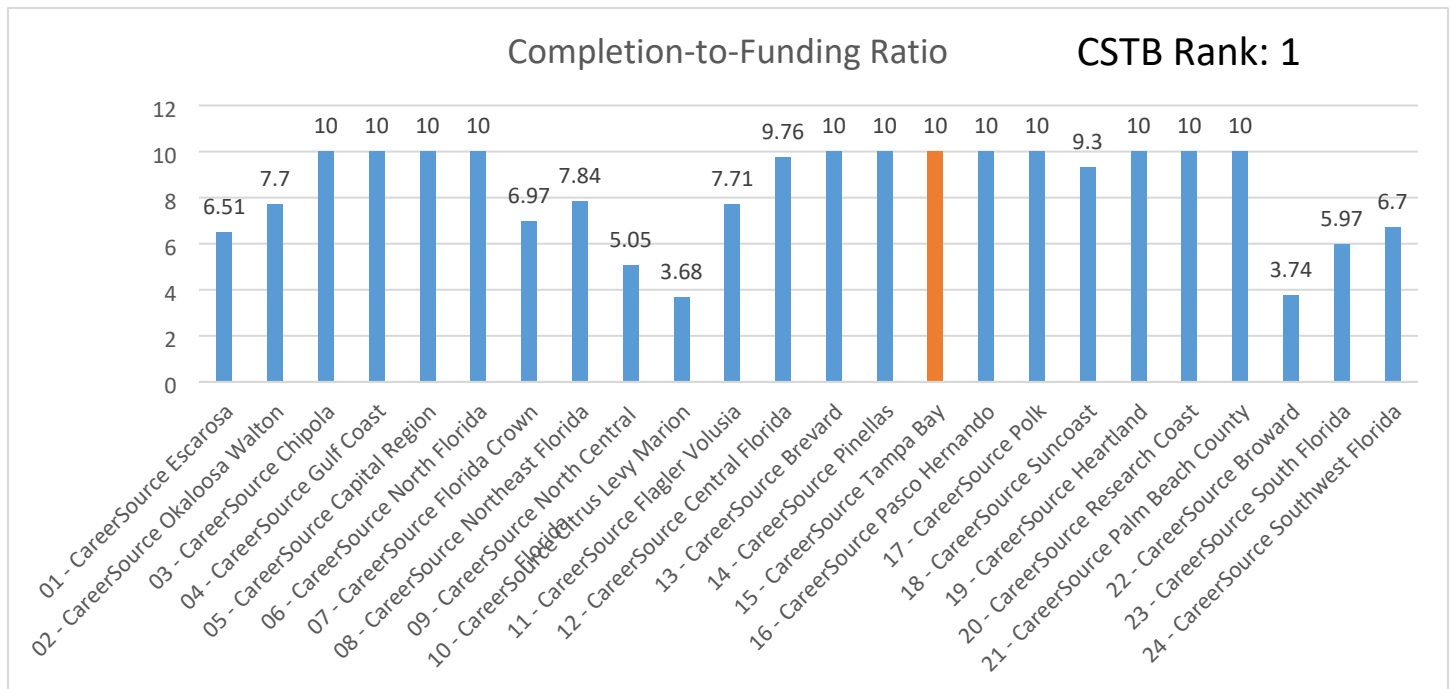
## Measure 6 - Year-Over-Year Business Penetration

Compares the percentage of employers served this year to the total number of active employers assigned to CSTB in Employ Florida to the percentage served in the prior year.



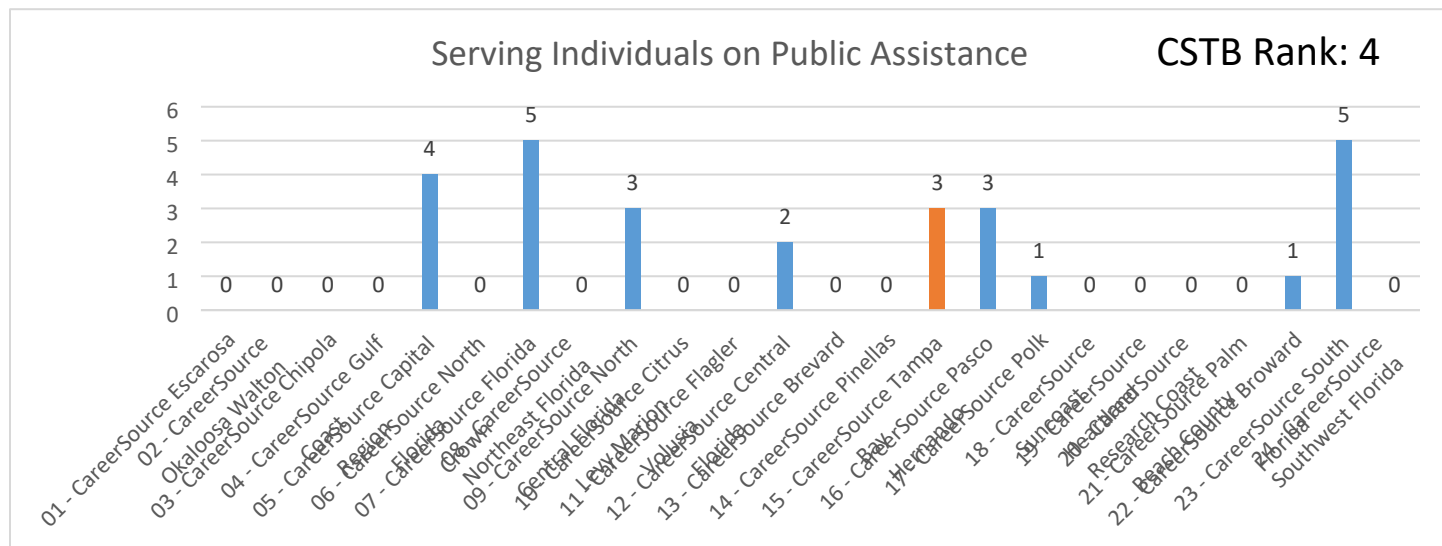
## Measure 7 – Completion-to-Funding Ratio

Compares a local workforce development board's share of statewide WIOA and Wagner-Peyser exiters with the local workforce development board's share of statewide funding allocations.



## Extra Credit Measure - Serving Individuals on Public Assistance

Awards up to five percentage points toward the total grade based on the percentage of customers receiving SNAP or TANF benefits.



## CareerSource Tampa Bay Metric Data

Metric	Metric Category	Weight	Numerator	Denominator	Rate (%)	YOY Rate Difference	Target (%)	Target Met <sup>1</sup> (%)	Weighted Performance <sup>2</sup> (%)
1. Participants with Increased Earnings	Employment and Training Services, Self-Sufficiency	0.25	2,630	5,921	44.42	-	45.00	98.71	24.68
2. Reduction in Public Assistance	Employment and Training Services, Self-Sufficiency	0.25	1,679	4,319	38.87	-	35.00	100.00	25.00
3. Employment and Training Outcomes	Employment and Training Services	0.20	15	18	83.33	-	100.00	83.33	16.67
4. Participants in Work-Related Training	Training Services	0.10	2,415	12,203	19.79	-	25.00	79.16	7.92
5. Continued Repeat Business	Business Services	0.05	970	4,926	19.69	-	35.00	56.26	2.81
6. Year-Over-Year Business Penetration	Business Services	0.05	-	-	-	0.70	100.00	80.00	4.00
PY 2021-2022 Business Penetration		-	1,579	28,380	5.56	-	-	-	-
PY 2022-2023 Business Penetration		-	1,854	29,633	6.26	-	-	-	-
7. Completion-to-Funding Ratio	Employment and Training Services	0.10	9.60	7.31	100.00	-	100.00	100.00	10.00
Exiters: Local Board (N) / Statewide (D)		-	8,626	\$89,854	9.60	-	-	-	-
Budget: Local Board (N) / Statewide (D)		-	\$11,499,489	\$157,402,477	7.31	-	-	-	-
Extra Credit: Serving Individuals on Public Assistance	Employment and Training Services, Self-Sufficiency	Up to 0.05 points	1,623	3,683	44.07	-	-	-	3.00
TOTAL									94.07



## WIOA Primary Indicators of Performance: PY 2223 July 22-Sep. 22

### LWDB 15

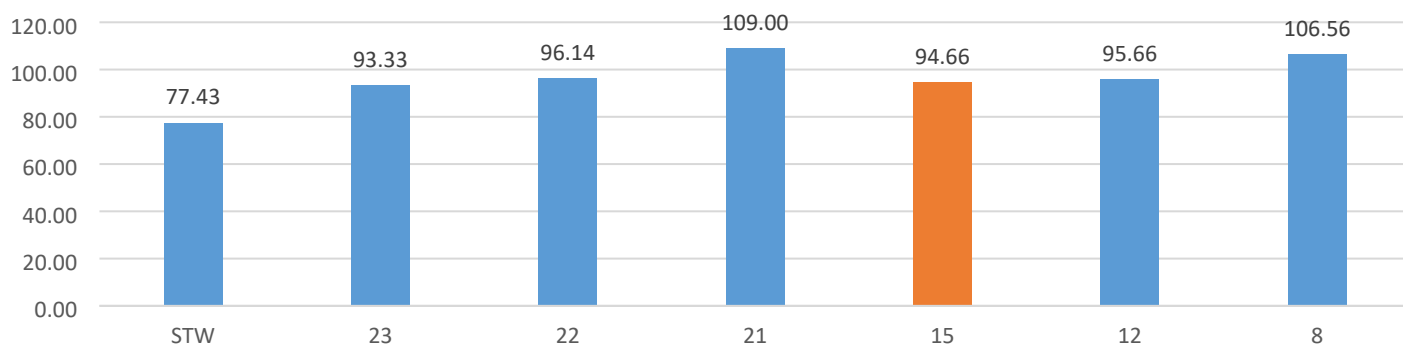
Measures	PY2021-2022 4th Quarter Performance	PY2021-2022 % of Performance Goal Met For Q4	PY2022-2023 1st Quarter Performance	PY2022-2023 % of Performance Goal Met For Q1	PY2022- 2023 Performance Goals
<b>Adults:</b>					
Employed 2nd Qtr After Exit	77.40	90.53	78	94.66	82.40
Median Wage 2nd Quarter After Exit	\$10,297	109.54	\$9,815	115.47	\$8,500
Employed 4th Qtr After Exit	77.00	85.56	79.8	103.64	77.00
Credential Attainment Rate	72.60	85.41	63.5	97.69	65.00
Measurable Skill Gains	72.20	120.33	63.5	86.75	73.20
<b>Dislocated Workers:</b>					
Employed 2nd Qtr After Exit	79.10	93.06	78.5	94.69	82.90
Median Wage 2nd Quarter After Exit	\$10,431	105.36	\$10,092	99.67	\$10,125
Employed 4th Qtr After Exit	83.10	93.37	82.6	100.98	81.80
Credential Attainment Rate	80.40	114.86	73.8	105.43	70.00
Measurable Skill Gains	70.00	91.50	69.7	90.05	77.40
<b>Youth:</b>					
Employed 2nd Qtr After Exit	73.10	89.15	67.8	87.03	77.90
Median Wage 2nd Quarter After Exit	\$5,379	109.78	\$5,474.00	116.27	\$4,708
Employed 4th Qtr After Exit	69.10	81.29	70.6	96.71	73.00
Credential Attainment Rate	43.10	48.43	35.7	71.40	50.00
Measurable Skill Gains	49.90	90.73	46.8	168.35	27.80
<b>Wagner Peyser:</b>					
Employed 2nd Qtr After Exit	64.50	92.14	63.80	98.61	64.70
Median Wage 2nd Quarter After Exit	\$7,186	121.80	\$7,281	110.47	\$6,591
Employed 4th Qtr After Exit	66.80	98.24	68.80	108.35	63.50
Not Met (less than 90% of negotiated)					
Met (90-100% of negotiated)					
Exceeded (greater than 100% of negotiated)					

## Statewide

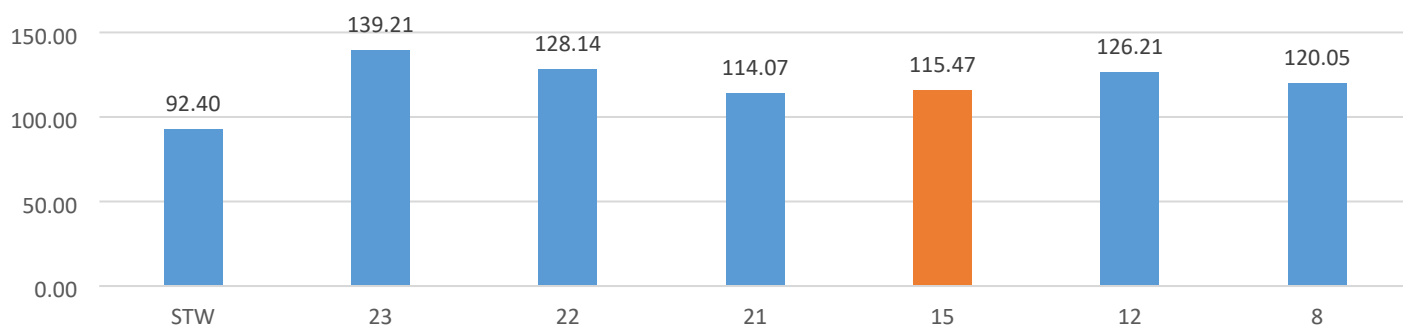
Measures	PY2021-2022 4th Quarter Performance	PY2021- 2022 % of Performance Goal Met For Q4	PY2022-2023 1st Quarter Performance	PY2022- 2023 % of Performance Goal Met For Q1	PY2021- 2022 Performance Goals
<b>Adults:</b>					
Employed 2nd Qtr After Exit	66.10	77.31	66.20	77.43	85.50
Median Wage 2nd Quarter After Exit	\$7,800	111.43	\$7,772	92.40	\$8,411
Employed 4th Qtr After Exit	81.80	96.80	83.80	103.84	80.70
Credential Attainment Rate	80.30	118.09	79.70	113.86	70.00
Measurable Skill Gains	79.40	162.04	70.50	121.55	58.00
<b>Dislocated Workers:</b>					
Employed 2nd Qtr After Exit	73.60	86.59	73.50	86.47	85.00
Median Wage 2nd Quarter After Exit	\$9,838	138.56	\$9,771	96.81	\$10,093
Employed 4th Qtr After Exit	84.20	104.60	87.80	117.07	75.00
Credential Attainment Rate	85.10	121.57	85.60	103.51	82.70
Measurable Skill Gains	76.90	156.94	72.60	121.00	60.00
<b>Youth:</b>					
Employed 2nd Qtr After Exit	74.10	93.21	73.90	90.79	81.40
Median Wage 2nd Quarter After Exit	\$5,013	156.66	\$5,070	131.21	\$3,864
Employed 4th Qtr After Exit	80.80	109.19	81.60	105.15	77.60
Credential Attainment Rate	83.20	108.76	80.50	115.00	70.00
Measurable Skill Gains	69.50	149.46	64.50	117.27	55.00
<b>Wagner Peyser:</b>					
Employed 2nd Qtr After Exit	62.00	95.38	63.30	97.38	65.00
Median Wage 2nd Quarter After Exit	\$6,698	131.33	\$6,794	120.06	\$5,659
Employed 4th Qtr After Exit	62.10	96.73	63.50	104.96	60.50
<b>Not Met (less than 90% of negotiated)</b>					
<b>Met (90-100% of negotiated)</b>					
<b>Exceeded (greater than 100% of negotiated)</b>					

## Regional Comparison

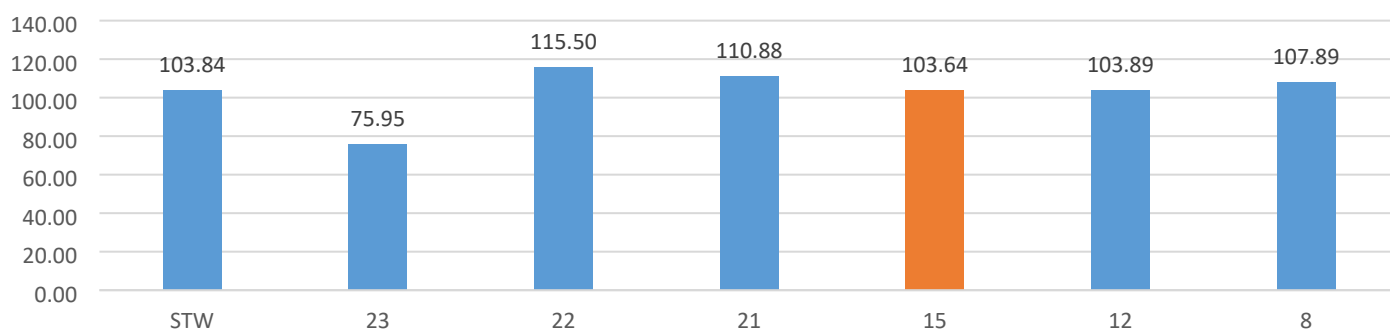
**Adult Employed 2 QTR After Exit % of Goal**



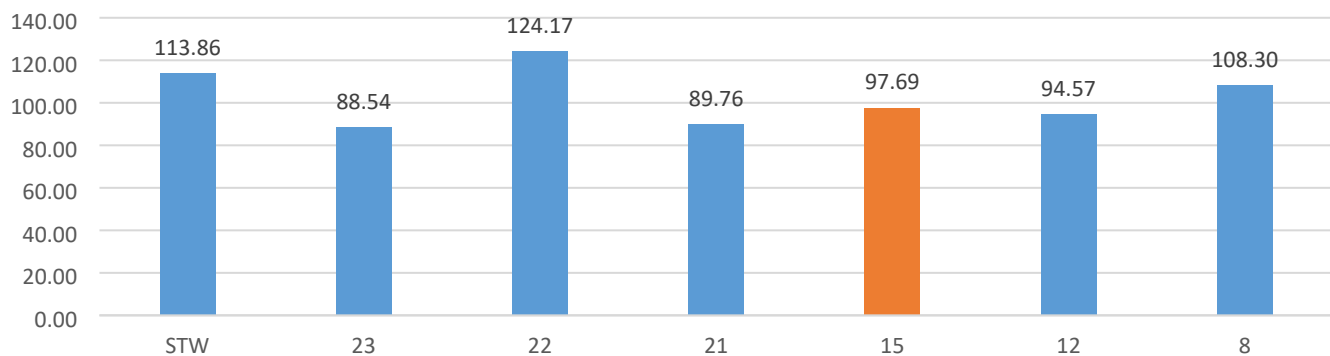
**Adult Median Wage 2nd QTR After Exit % of Goal**



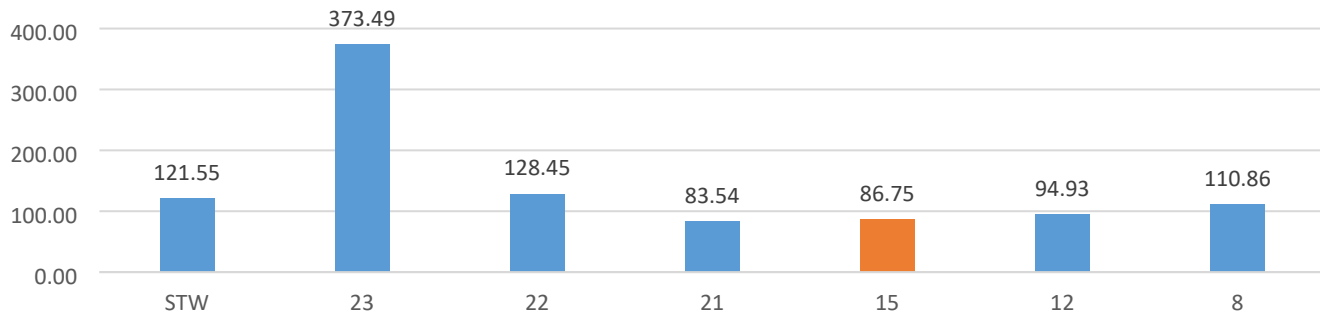
**Adult Employed 4th QTR After Exit % of Goal**



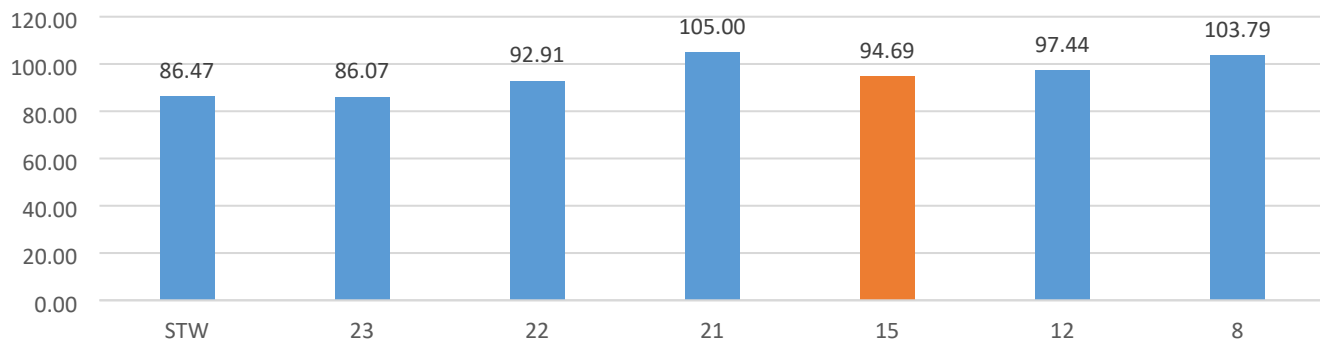
**Adult Credential Attainment Rate % of Goal**



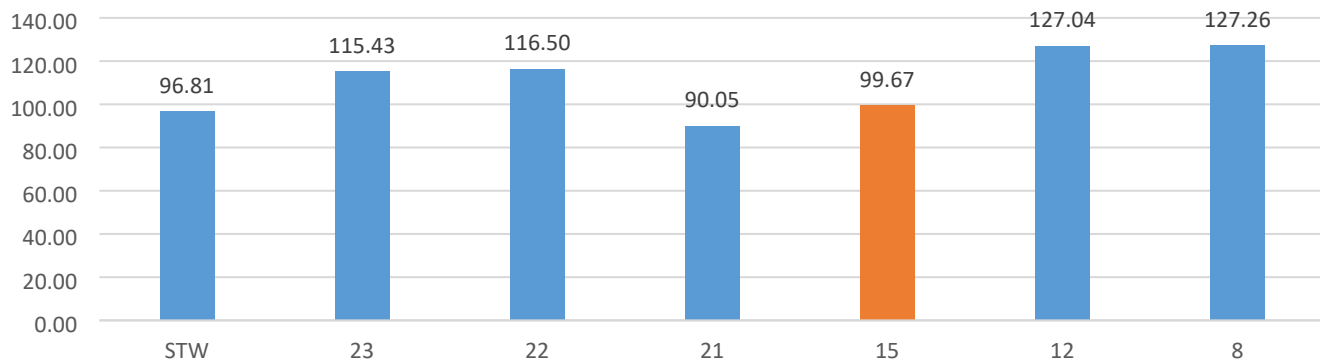
### Adult Measurable Skills Gains



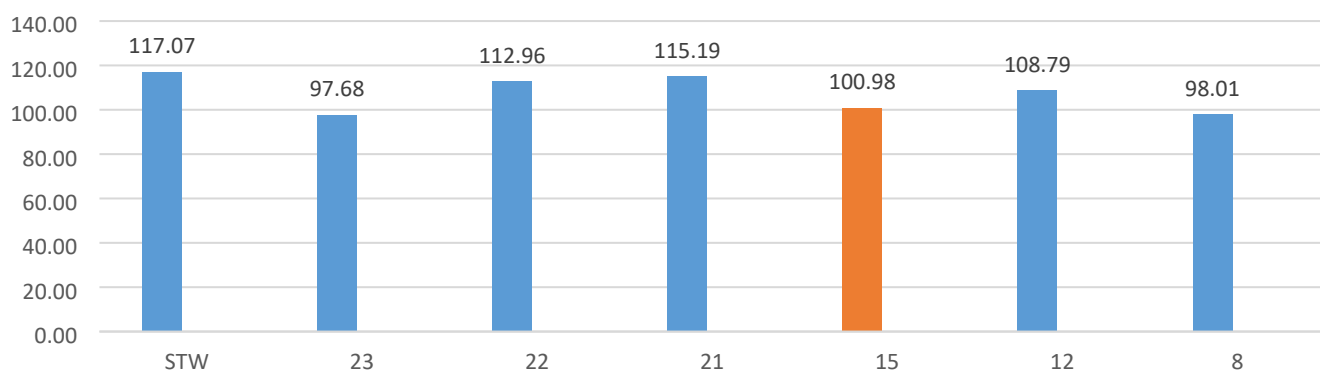
### DW Employed 2nd QTR After Exit % of Goal



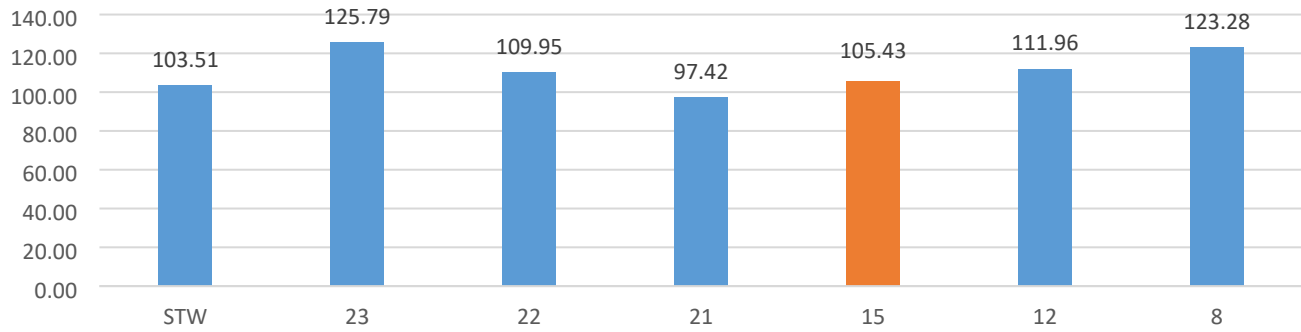
### DW Median Wage 2nd QTR After Exit % of Goal



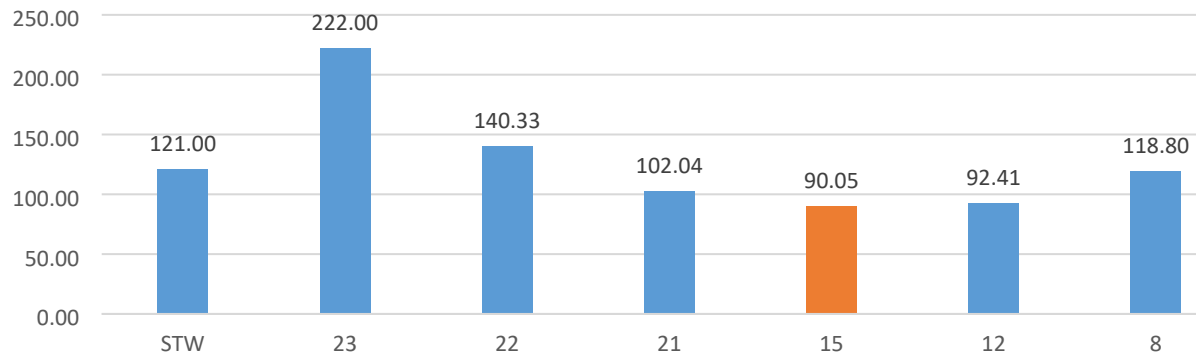
### DW Employed 4th QTR After Exit % of Goal



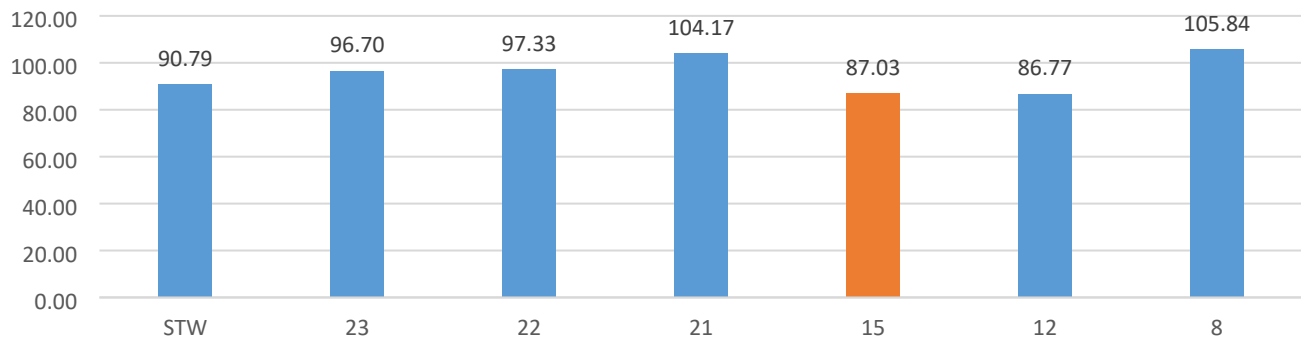
### DW Credential Attainment Rate % of Goal



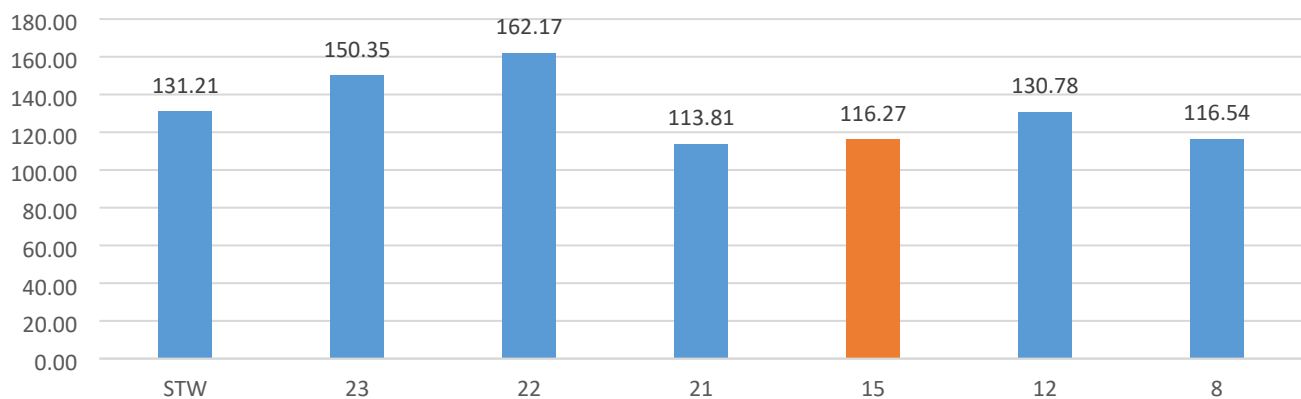
### DW Measurable Skills Gains



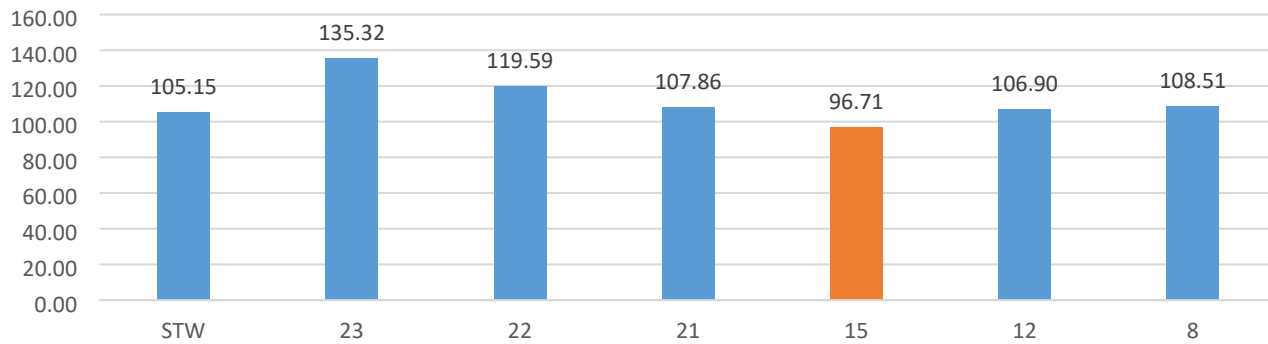
### Youth Employed 2nd QTR After Exit % of Goal



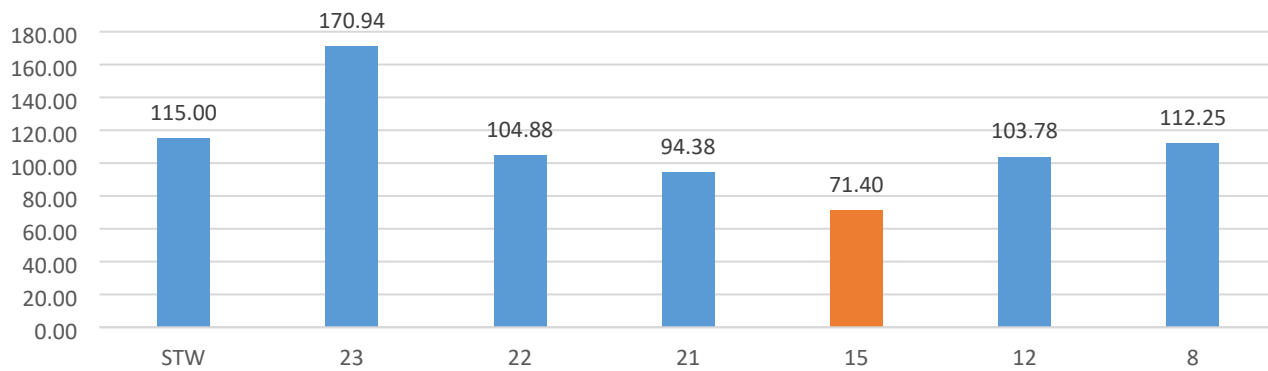
### Youth Median Wage 2nd Quarter After % of Goal



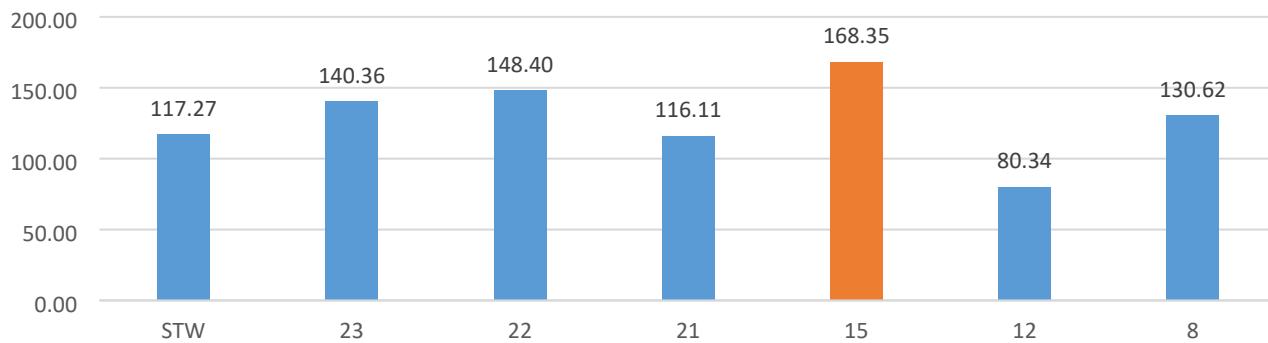
### Youth Employed 4th QTR After Exit % of Goal



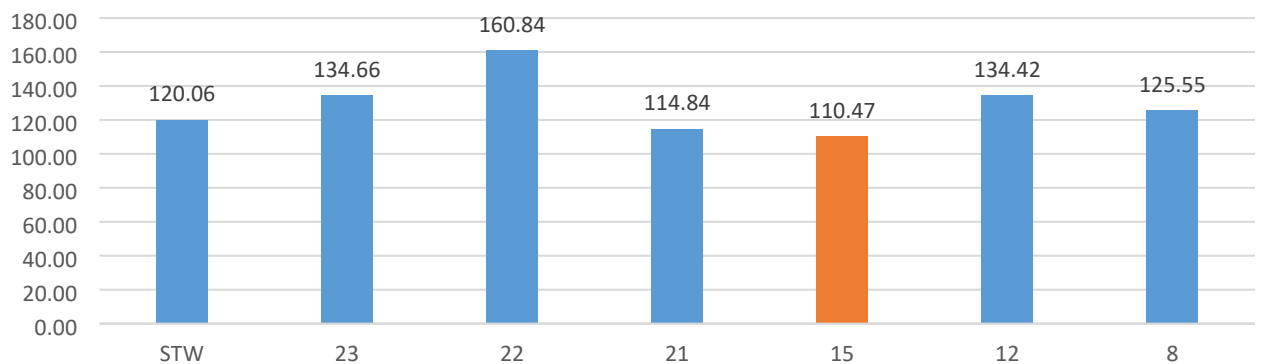
### Youth Credential Attainment % of Goal



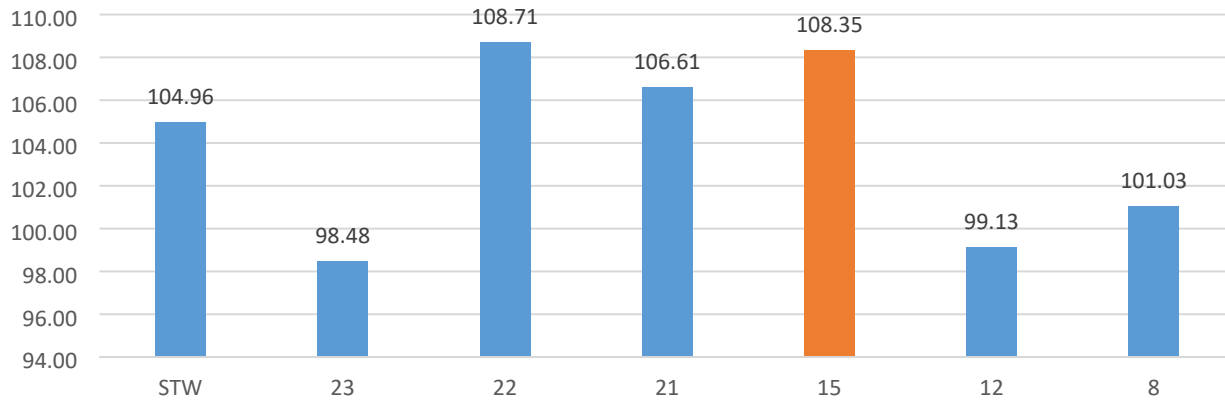
### Youth Measurable Skills Gains



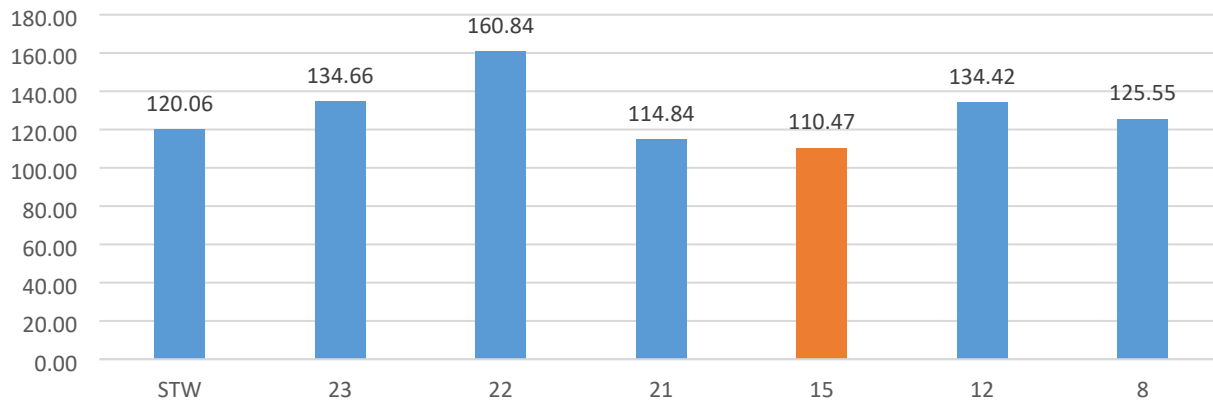
### WP Median Wage 2nd QTR After Exit % of Goal



**WP Employed 4th Quarter After Exit % of Goal**



**WP Median Wage 2nd QTR After Exit % of Goal**



**Region 8- CareerSource North Florida**

**Region 12 CareerSource Central Florida**

**Region 21- CareerSource Palm Beach**

**Region 22- CareerSource Broward**

**Region 23- CareerSource South Florida**



## Information Item Training Vendors Outcome Report

Period covering  
PY22-23 Q2 (January 1st, 2022-December 31st 2022)

CareerSource Tampa Bay provides WIOA funded training services with a focus on successful completion of demand-driven industry certifications and training programs.

### Performance Outcome Descriptions:

Metric	Description
Total Exited Training	The total # of all WIOA customers who exited training since the beginning of the current program year.
Exited without Completing Training	The total # of all WIOA customers that exited training since the beginning of the current program year <u>without completing training</u> .
Exited After Completing Training	The total # of all WIOA customers that exited training since the beginning of the current program year <u>after completing training</u> .
Total Employed	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment after exiting training</u> .
Total Employed Training Related	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment that is related to training after exiting training</u> .
Employed Not Training Related	The total # of all WIOA customers that exited training since the beginning of the current program year <u>with employment that is not related to training after exiting training</u> .
Average Wage	The average of wages for all WIOA customers that exited training since the beginning of the current program year <u>with employment after exiting training</u> .
Completion %	Exited After Completing Training divided by Total Exited Training
Placement %	Total Employed divided by Exited After Completing Training





## Training Vendor Outcome Report: PY2223 Q2 (January 1st, 2022-December 31st 2022)

Provider Name	Program Name	Active	Total Exited Training	Totals Successfully Completed	Exited without Completing Training	Total Employed Training Related	Employed Not Training Related	Average Wage	Completion %**	Placement %**
Academy for Dental Assistants	12 Week Dental Assisting Program		1		1			N/A	0%	N/A
Academy of Applied Technology dba Applied Technology Academy	Certified Project Management Professional - PMP		1	1			1	\$ 25.00	100%	100%
Academy of Applied Technology dba Applied Technology Academy	CISCO Certified Network Administrator		1		1			N/A	0%	N/A
Academy of Applied Technology dba Applied Technology Academy	CompTIA Linux+		1	1		1		\$ 30.00	100%	100%
Academy of Applied Technology dba Applied Technology Academy	CompTIA Network+		1	1				N/A	100%	0%
Academy of Applied Technology dba Applied Technology Academy	CompTIA Security+		1	1				N/A	100%	0%
Academy of Applied Technology dba Applied Technology Academy	Secure Infrastructure Specialist		2	1	1			N/A	50%	0%
Access Computer Training	A+ Certification Prep (A+CERT)		4	3	1	1	1	\$ 27.89	75%	67%
Access Computer Training	Business Application		7	6	1	1	3	\$ 22.69	86%	67%
Access Computer Training	Introduction to Bookkeeping		2	1	1	1		\$ 15.73	50%	100%
Access Computer Training	Microsoft Advanced Office ADVOFF		2	2				N/A	100%	0%
Access Computer Training	Network+ Certification Prep (NET+CERT)		2	2			1	\$ 30.77	100%	50%
Access Computer Training	Security+ Certification Prep (SEC+Cert)	2	2	2		1		\$ 25.00	100%	50%
Access Computer Training LLC	Business Applications (BAPP)		1		1			N/A	0%	N/A
Access Computer Training LLC	Microsoft Office (MSALL)		1		1			N/A	0%	N/A
Aguilas International Technical Institute	Medical Assistant	1	4	2	2			N/A	50%	0%
Aguilas International Technical Institute	Pharmacy Technician	1	2	1	1	1		\$ 15.00	50%	100%
AHLEI	Certified Front Desk Representative		1	1		1		\$ 15.00	100%	100%
Altierus Career College	Dental Assistant		1	1		1		\$ 16.00	100%	100%
Altierus Career College	Massage Therapy	1	2	2		1		\$ 15.00	100%	50%
Altierus Career College	Nursing	2	1	1				N/A	100%	0%
Altierus Career College	Refrigeration Technician		1		1			N/A	0%	N/A
Ana G Mendez University- CSCF	Medical Assistant	10	10	7	3	4	1	\$ 15.42	70%	71%
Aparicio-Levy Technical Center-Vs	Emergency Medical Technician		3		3			N/A	0%	N/A
Aparicio-Levy Technical Center-Vs	Firefighter I/II @ Hillsborough County Fire Rescue		1	1		1		\$ 16.00	100%	100%
Armenia Pharmacy Solutions School	Pharmacy Tech Training		2	1	1			N/A	50%	0%

Brewster Technical Center-Vs	Central Sterile Processing Technologist		1	1				N/A	100%	0%
Career Tech-Is	Commercial Truck Driver Training4		11	11		4		\$ 28.89	100%	36%
CareerSource Tampa Bay Center	Bring Your A Game		1	1				N/A	100%	0%
Center For Technology Training-Is	Business Applications Specialist	2	5	2	3	1	3	\$ 27.42	40%	200%
Center For Technology Training-Is	Microsoft Network Administration	2	6	1	5	1	1	\$ 16.71	17%	200%
Center For Technology Training-Is	Network Administrator - MCSE-MNE		1	1			1	\$ 12.50	100%	100%
Center For Technology Training-Is	SEO & Social Media Professional		2		2		1	\$ 21.00	0%	N/A
Center For Technology Training-Is	Web Design Professional	1	3		3		2	\$ 18.18	0%	N/A
Center For Technology Training-Is	Webmaster Foundation	1	1	1		1		\$ 11.00	100%	100%
Computer Coach Training Center - vs	Business Office Specialist	5	12	8	4	5	2	\$ 17.71	67%	88%
Computer Coach Training Center - vs	Business Operations Specialist		1		1			N/A	0%	N/A
Computer Coach Training Center - vs	Cloud Integration Specialist		1		1			N/A	0%	N/A
Computer Coach Training Center - vs	Computer Support Technician	2	1					N/A	0%	N/A
Computer Coach Training Center - vs	Cyber Security Specialist	18	45	38	6	6	17	\$ 17.63	84%	61%
Computer Coach Training Center - vs	Data Specialist	1	2	2			1	\$ 20.00	100%	50%
Computer Coach Training Center - vs	Digital Marketing Specialist	14	38	26	12	3	8	\$ 14.55	68%	42%
Computer Coach Training Center - vs	Front-End Web Developer	11	18	12	6	2	1	\$ 19.46	67%	25%
Computer Coach Training Center - vs	IT Security Professional	1	1		1			N/A	0%	N/A
Computer Coach Training Center - vs	Project Management Specialist / Service Management		5	4	1	2	1	\$ 19.80	80%	75%
CONCORDE CAREER INSTI	Surgical Technology	1	1	1				N/A	100%	0%
Concorde Career Institute-Is	Medical Assistant4		1	1			1	\$ 16.00	100%	100%
Concorde Career Institute-Is	Medical Office Administration		2		2		1	\$ 17.00	0%	N/A
D G Erwin Technical Center-Un	Cosmetology	2	2	2			1	\$ 17.00	100%	50%
D G Erwin Technical Center-Un	Dental Assisting Technology and Management		1		1			N/A	0%	N/A
D G Erwin Technical Center-Un	Massage Therapy		1	1		1		\$ 30.00	100%	100%
D G Erwin Technical Center-Un	MEDICAL ASSISTING		1	1				N/A	100%	0%
DATS of Florida, Inc.	Dental Assistant Expanded Duties	1	1	1			1	\$ 16.00	100%	100%
Erwin Technical Center-Vs	Accounting Operations		1	1			1	\$ 24.00	100%	100%
Erwin Technical Center-Vs	Air Conditioning, Refrigeration, and Heating Technology		1	1				N/A	100%	0%
Erwin Technical Center-Vs	Automotive Service Technology	1	1	1		1		\$ 16.00	100%	100%
Erwin Technical Center-Vs	Medical Biller/Coder	1	1	1			1	\$ 13.00	100%	100%
Erwin Technical Center-Vs	Plumbing	1	1		1			N/A	0%	N/A
Erwin Technical Center-Vs	Practical Nursing		4	2	2	1		\$ 24.00	50%	50%
Erwin Technical Center-Vs	Surgical Technology		1		1			N/A	0%	N/A
FleetForce Truck Driving School	Commercial Truck Operator	2	7	5	2		3	\$ 14.50	71%	60%
Florida Career College	Business Office Administration		1		1			N/A	0%	N/A
Florida Career College	Dental Assistant		4	4		2	1	\$ 15.74	100%	75%
Florida Career College	Heating, Ventilation, and Air Conditioning	1	6	4	2	2	2	\$ 15.38	67%	100%
Florida Career College	Medical Assistant Technician	3	8	7	1	6		\$ 15.50	88%	86%
Florida Career College	Medical Front Office and Billing	6	13	11	2	7	3	\$ 15.78	85%	91%

Galen College Of Nursing-Is	Assoc Degree in Nursing Program, LPN/LVN to ADN Bridge	2	2	2		2		\$ 31.95	100%	100%
Galen College Of Nursing-Is	Associate Degree in Nursing Program, Two-year Option		3		3			N/A	0%	N/A
Galen College Of Nursing-Is	Baccalaureate Degree in Nursing Program, Prelicensure Option		2	1	1	2		\$ 24.68	50%	200%
Galen College Of Nursing-Is	Nursing	1	2	1	1	1	1	\$ 24.20	50%	200%
Galen College Of Nursing-Is	Practical Nursing Program, 4-quarter Option		2	2		1		\$ 32.87	100%	50%
Hillsborough Community College	Accounting Technology		1		1			N/A	0%	N/A
Hillsborough Community College	Aircraft Electronics Technician (AET) Certification Program		2	1	1			N/A	50%	0%
Hillsborough Community College	Automotive Collision Technology Technician		1		1	1		\$ 18.88	0%	N/A
Hillsborough Community College	Business Administration - Entrepreneurship	2	1		1		1	\$ 10.00	0%	N/A
Hillsborough Community College	Business Administration		1	1				N/A	100%	0%
Hillsborough Community College	Certified Nursing Assistant (CNA NUR 8017)		1	1		1		\$ 16.49	100%	100%
Hillsborough Community College	Clinical Medical Assistant		4	3	1	2	1	\$ 16.13	75%	100%
Hillsborough Community College	Commercial Vehicle Driving (Heavy and Tractor-Trailer Truck Drivers)	5	12	11	1	5		\$ 21.13	92%	45%
Hillsborough Community College	Health Technologists and Technicians, All Other		1		1			N/A	0%	N/A
Hillsborough Community College	Radiography	1	1	1		1		\$ 25.00	100%	100%
Hillsborough Community College	Welding		1		1			N/A	0%	N/A
Jersey College	Practical Nursing		1	1				N/A	100%	0%
Jersey College	Professional Nursing	2	2	1	1	1		\$ 17.25	50%	100%
National Aviation Academy-Is	Aviation Maintenance Technology	7	8	4	3	1	1	\$ 27.00	50%	50%
New Horizons Computer Learning Center - Tampa	Preparation for Certified Information Security Systems Professional-CISSP	1	2	2			1	\$ 15.10	100%	50%
New Horizons Computer Learning Center - Tampa	Preparation for Cisco Certified Network Associate (CCNA) certificate		1	1				\$ 19.23	100%	0%
New Horizons Computer Learning Center - Tampa	Preparation for CompTIA Security+	1	1	1				N/A	100%	0%
New Horizons Computer Learning Center - Tampa	Preparation for Cyber Security IT Professional	3	1	1		1		\$ 20.00	100%	100%
New Horizons Computer Learning Center - Tampa	Preparation for Information Technology Infrastructure Library ITIL		1	1				N/A	100%	0%
New Horizons Computer Learning Center - Tampa	Preparation For Project Management Professional (pmp) Certification4		1	1				N/A	100%	0%
New Horizons Computer Learning Center - Tampa	Preparation For Project Management Professional PMP		1	1				N/A	100%	0%

Palm Beach Code School	Social Media Marketing Specialist	1	1		1			N/A	0%	N/A
Pinellas Technical College (PTec) - Clearwater	Cosmetology		1	1			1	\$ 16.01	100%	100%
Rasmussen College	Practical Nursing		1		1			N/A	0%	N/A
Rasmussen College	Professional Nursing AS	6	6	3	1	2		\$ 25.42	50%	67%
Roadmaster Drivers School, Inc.-Is	Commercial Truck Driver Training		6	5	1	2		\$ 15.75	83%	40%
Southern Technical College, Tampa	Medical Assistant	1	2	2		2		\$ 16.85	100%	100%
Southern Technical College, Tampa	Medical Laboratory Technician	1	1		1			N/A	0%	N/A
Tampa Truck Driving School	Class A CDL Training	25	98	85	13	40	8	\$ 18.96	87%	56%
University Of South Florida-Main Campus	HR Management Certificate		4	3	1	2	1	\$ 34.22	75%	100%
University Of South Florida-Main Campus	Legal Assistant/Paralegal		1		1			N/A	0%	N/A
University Of South Florida-Main Campus	Paralegal Certificate	4	8	3	5	1	2	\$ 25.70	38%	100%
University Of South Florida-Main Campus	Process Improvement - Lean Six Sigma Green Belt Certification	1	1	1		1		\$ 79.32	100%	100%
University Of South Florida-Main Campus	Project Management Certificate	1	2	2		1		\$ 17.36	100%	50%
University Of South Florida-Main Campus	Project Management Professional (PMP)® Certification Prep		1	1		1		\$ 30.89	100%	100%
University Of South Florida-Main Campus	SHRM Certified Professional or SHRM Senior Certified Professional		1		1	1		\$ 43.79	0%	N/A
University Of South Florida-Main Campus	SHRM Essential of HR		1	1				\$ 32.31	100%	0%

\*Average wage at or above \$15.25 or where data is not available are highlighted green. Average wage below \$15.25 are highlighted yellow.

\*\*Completion Rates at or above 65% and Placement Rates at or above 70% are highlighted green.

Note: Participants who exited training after completion have 180 days from completion to be counted as placed. Currently there is a moratorium on removing providers based on performance due to COVID-19.

## Information Item – One Stop Operator Update 1/25/23

CareerSource Tampa Bay defined the role of a One-Stop Operator as an entity that coordinates the service delivery of participating one-stop partners and service providers within the Career Centers.

EDSI, Inc. has been our One-Stop Operator since July of 2021. Paul Casebolt, One-Stop Operator of EDSI, Inc., manages our One-Stop Operator Contract.

### Net Promoter Score

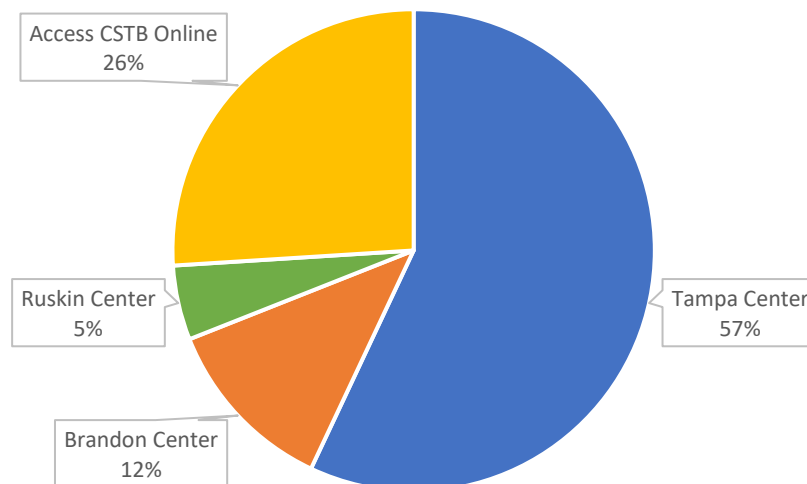
#### NET PROMOTER SCORE

Customer satisfaction is measured using Net Promoter Score (NPS). NPS is a loyalty and satisfaction measurement taken from asking customers how likely they are to recommend your product or service to others on a scale of 1-10. It is an indicator of customer experience, customer satisfaction, and brand loyalty.

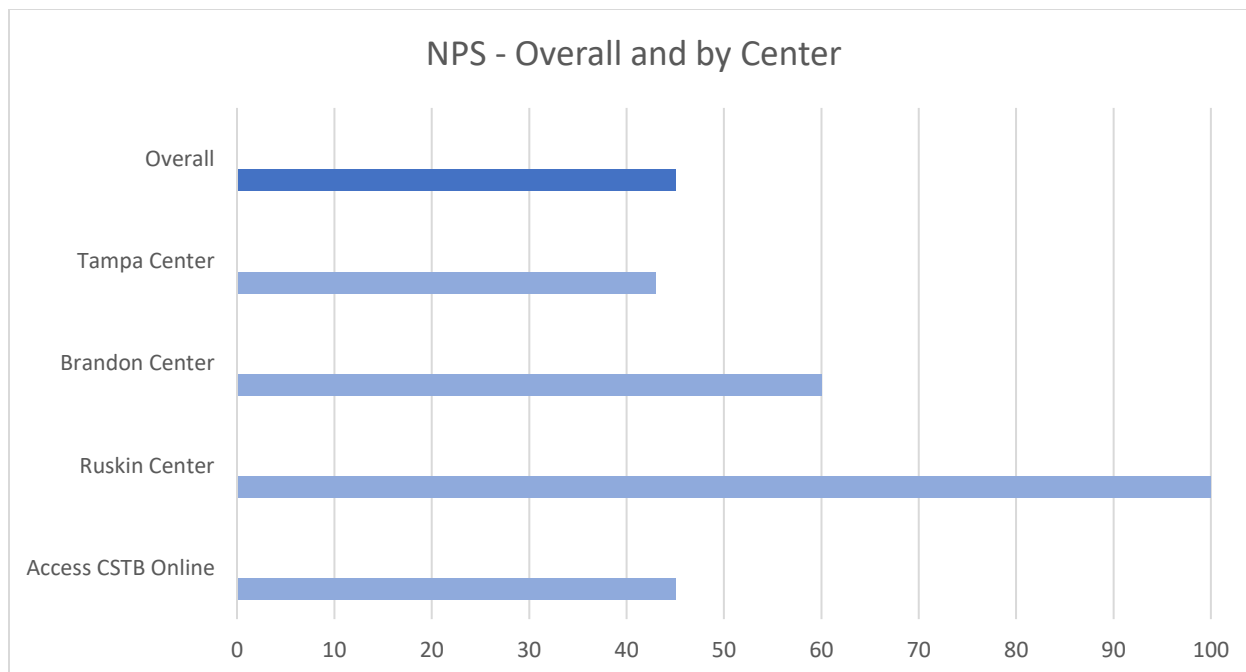
#### NOVEMBER 2022 RESULTS

Data for a specific month is collected over the course of the following month. This creates a one-month lag in reporting, making the most recent available data set the November 2022 results.

### Where did you receive services?\*



\*We did not receive responses from customers who received services at Plant City, Enterprising Latinas, or Bullard Family Foundation.



While customers learn about us from a wide range of sources, more than half (51%) learned about CareerSource Tampa Bay through a referral from another agency. 12% learned about us through Social Media. 37% of respondents selected "other" and cited a variety of sources including word of mouth from a friend, past experience with CSTB, seeing the facility while driving through the area, and prompting from the Department of Economic Opportunity either over the phone or as a result of other DEO sources.

44% of respondents attended an in-person or online workshop. 27% came for a staff appointment. 22% attended an orientation of some kind. 12% attended a job fair/hiring event. 17% came to use the Resource Room. 27% were first-time visitors.

# 68

Percentage of respondents who found the resources received in attaining new employment to be "extremely valuable" or "very valuable."

*"Jahmassaa Hylton was very helpful and knowledgeable in advising me as a military veteran. I will be contacting him."*

*"I found all the ladies I worked with to be very helpful."*

*"My resource representative did a great job..."*

## EMPLOYER SURVEY

The Employer Survey provides key insights on employers' views of the organization and services delivered.

## NOVEMBER 2022 RESULTS

Data for a specific month is collected over the course of the following month. This creates a one-month lag in reporting, making the most recent available data set the November 2022 results.

Notes from the data:

- 33% of participants indicate they found the services provided by CSTB staff to be "extremely effective."
- 33% of participants indicated they are "very familiar" with the resources offered by CareerSource Tampa Bay.
- 67% of participants indicate that staff return voicemail and email within "1-2 business days."
- 2 of the respondents indicated they have hired 1-4 employees from CSTB's services in the prior 30 days.
- Both quantitative and qualitative data received in the survey would indicate that it was difficult to match appropriately skilled talent to the particular positions that needed to be filled with one respondent writing "get applicants that really [want] to work."

# 67

Percentage of respondents who found the CSTB Business Services team to be "extremely professional."

One of the larger challenges with this survey instrument is the low participation rate. For example, only three employment partners participated in the November data collection. Such low participation can easily skew the numbers positive or negative. The OSO has encouraged the Director of WIOA who also oversees Business Services to work with the team to develop strategies for increased participation.

### Launch of the Career Clarity Pod

On Tuesday, January 24, CareerSource Tampa Bay hosted a launch event for the Career Clarity Pod. Understanding opportunities in the local job market and selecting the best options creates challenges for jobseekers. CareerSource Tampa Bay's Career Clarity Pod provides a meaningful exploration process through which jobseekers can access an internally developed online tool (Career Pathways Portal), assessments, individualized coaching, and an exciting new virtual reality platform that provides a cyber-generated career exploration experience. Our 21st century approach combines in-person, online, self-directed, and emerging technologies to enhance our clients' career exploration journey and decision-making in a way that will maximize their future. A reporter from Spectrum Bay News 9 wrote a story on the event that aired in the evening on January 24.





## **Information Item**

**The following 5 pages provide the Special Grants Updates**



# TECHBOOST

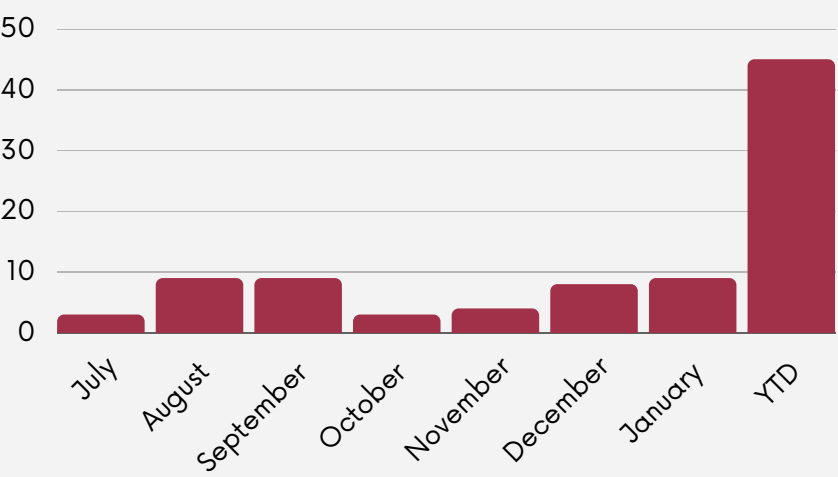
Tech Boost grant is utilized to increase Information Technology (IT) and IT-Related industry sector baed credentials and work-based training

## TOTAL ENROLLMENTS

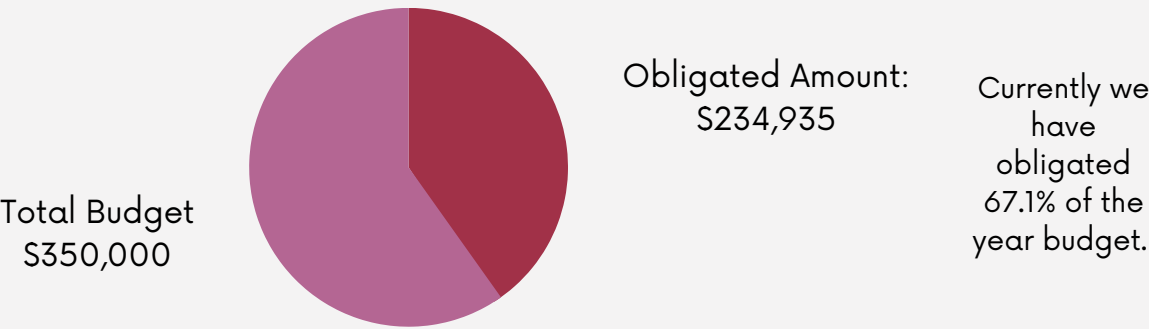
Since the Grant Launch, the team has enrolled 45 individuals. Currently, CSTB is at #2 in regards to enrollments in the nation.

## BUDGET OBLIGATION GRAPH

TECHBOOST GRANT - MAX \$5,000



This graph represents individuals Served.



Currently we have obligated 67.1% of the year budget.



TECHBOOST INDIVIDUALS SERVED

# TECH QUEST

# APPRENTICESHIP

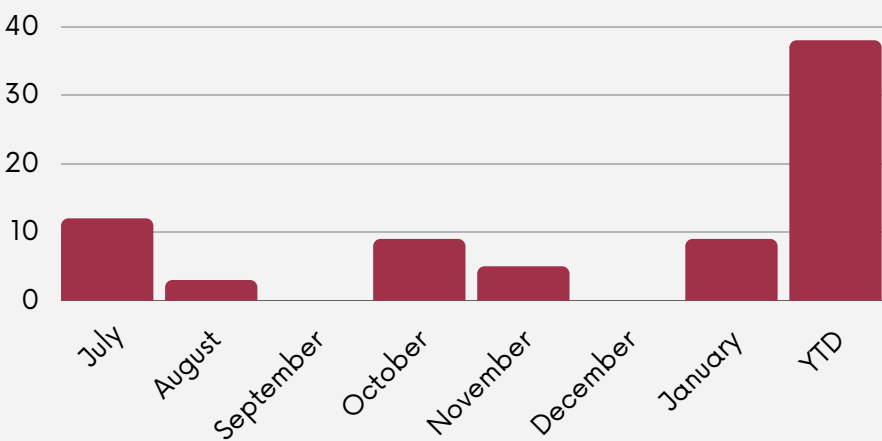
TQA grant targets IT and IT-Related apprenticeships and pre-apprenticeship programs in development, expansion and active enrollment.

## TOTAL ENROLLMENTS

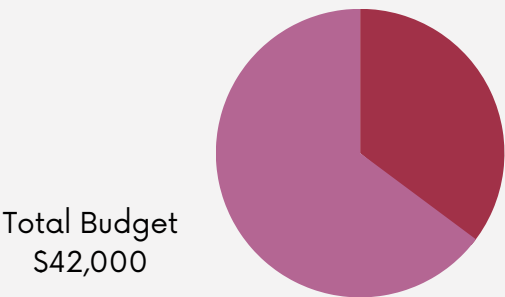
In PY 22 - 23, we have enrolled 38 individuals. CareerSource Tampa Bay is currently #2 in the nation in regards to enrollments, with 79 Enrollments for Total Grant.

## BUDGET OBLIGATION GRAPH

TQA GRANT - MAX \$600



This graph represents individuals Served.



Obligated Amount: \$22,800

Currently we have obligated 54.3% of the year budget.



TQA  
INDIVIDUALS  
SERVED

# NATIONAL DISLOCATED WORKER GRANT

This NDWG grant target assisting Hillsborough residents that have been impacted by covid to be placed in temporary employment or receive occupational skills training.

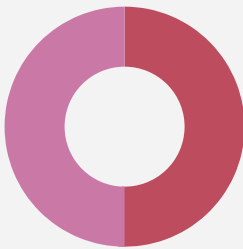
## TOTAL ENROLLMENTS

PY22.23:  
PWE - Total Enrollments 26  
OST - Total Enrollments 9  
Total Served: 35

Grant TD:  
PWE - Total Enrollments 62  
OST - Total Enrollments 21  
Total Served: 83

## BUDGET OBLIGATION GRAPH

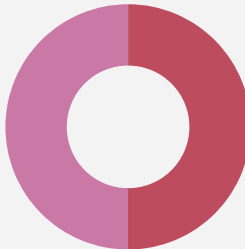
PWE Obligated Amount:  
\$78,942



PWE Total Budget  
\$78,942

Currently we have obligated 100% of the year's PWE budget.

Obligated Amount:  
\$98,461.00



OST Total Budget  
\$98,461.00

Currently we have obligated 100% of the year's OST budget.

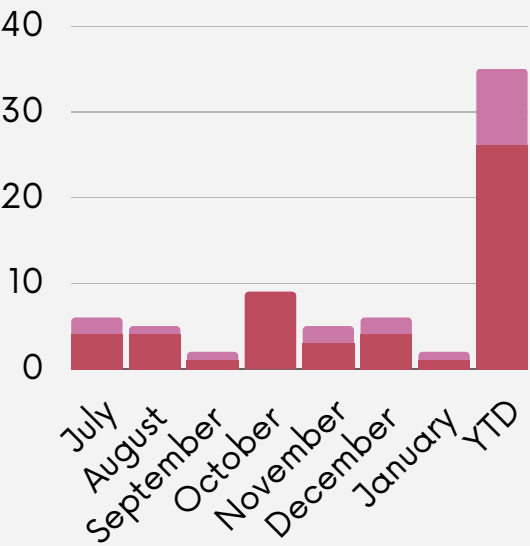
## NDWG Individuals Served



This graph represents individuals Served this PY.

## EMPLOYER PARTNERS

Metropolitan Ministries  
Feeding Tampa Bay  
CareerSource Tampa Bay  
United Food Bank of Plant City



# GET THERE FASTER - VETERAN & MILITARY SPOUSE GRANT

The GTF grant is expanding current training and resource to address regional needs for Veterans, Transitioning Service Members and Military Spouses by providing employment training, employment and support programs.

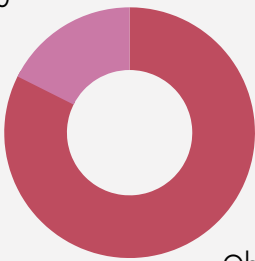
## TOTAL ENROLLMENTS

Grant Totals:  
OJT - Total Enrollments 2  
OST - Total Enrollments 34  
IT Pre/Apprenticeship Enrollment: 3  
Total Served: 39

Veteran/Spouse Count:  
Veterans: 39  
Spouses: 0

## BUDGET OBLIGATION GRAPH

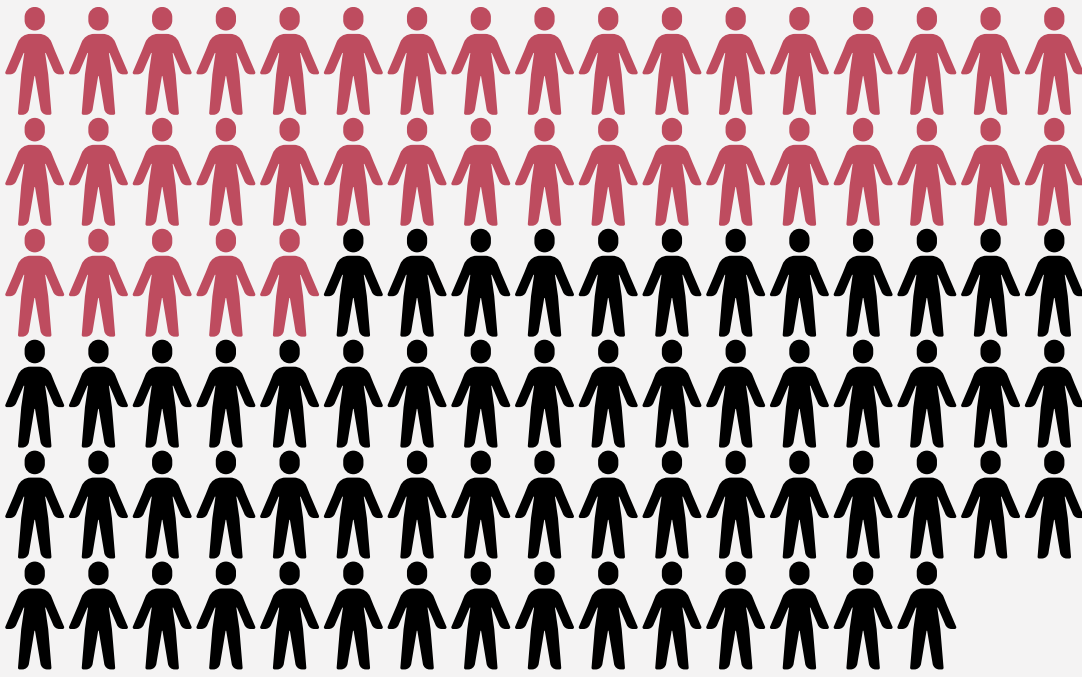
Total Budget  
\$700,00



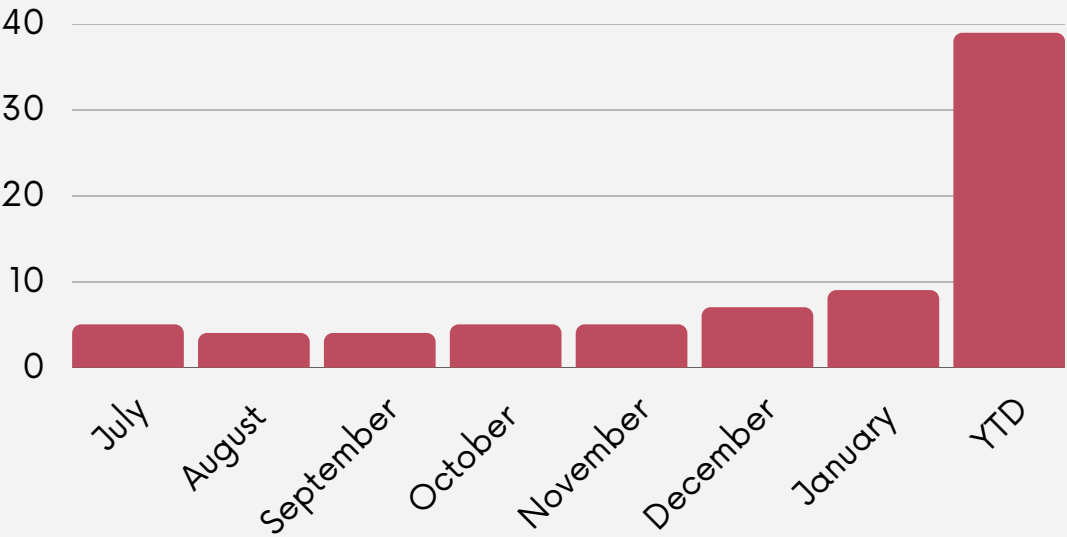
Obligated Amount:  
\$327,722.93

We are #1 in the state in regards to enrollments, when compared to other regions who received the grant.

## GTF Veterans & Spouses Served



This graph represents individuals Served with the Grant

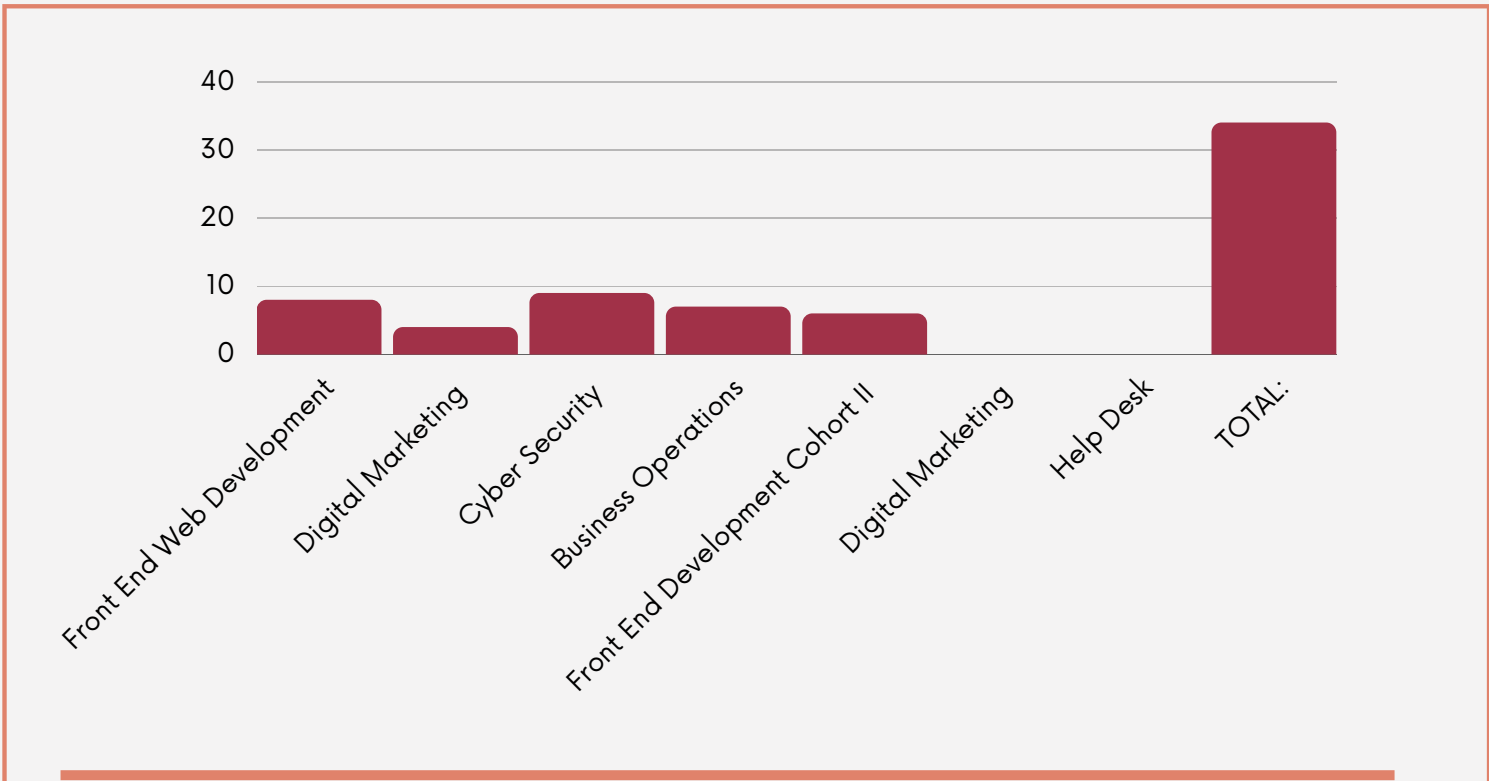


# APPRENTICESHIP TO CAREER EMPOWERMENT

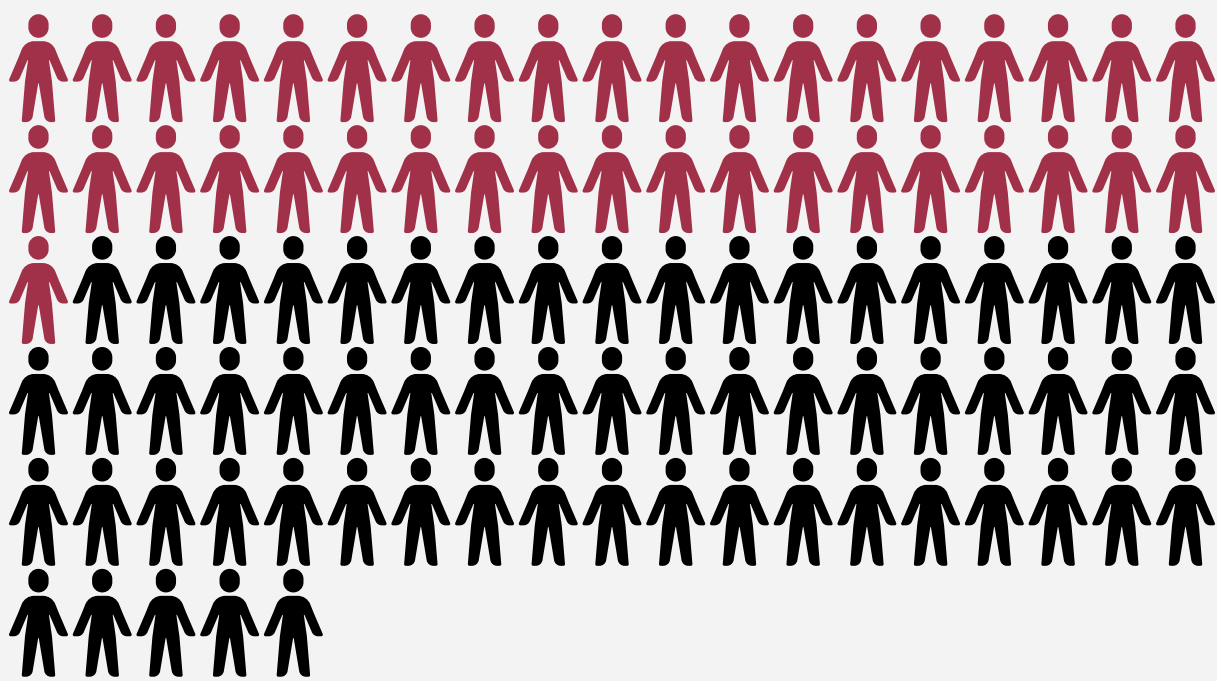
## ACE UPDATES

On October 19, we resumed ACE with Front End Development Class with 8 participants. On 10/27, we hosted our Digital Marketing class with 4 participants. In November 2022, we hosted the Cyber Security with 9 participants. In January 2023, we sat 13 participants between Front End Web Development Cohort II and Business Operations Specialists classes. To date, 20 Measurable Skills have been gained and 22 Certificates attained. From ACE 2.0, 36% of Completers have gone to work with an average wage of \$16.22

## ACE PARTICIPANT INFORMATION



## YOUNG ADULTS SERVED



## EMPLOYER PARTNERS

- Above Promotions, LLC  
Computer Coach  
E-Notary Log, LLC  
Etairos Health  
Ferguson Legal, PLLC  
Global Solutions Enterprise  
Katpro Technology, Inc.  
Lex Dock  
Ministry Event Marketing  
Paragon Cyber Solutions  
PeopleGuru  
Visions of Destiny
- Holland Family Services, Inc.  
Interactive Health Alliance  
JJ Taylor Companies  
Karami Consulting, LLC  
Lead Titans, LLC  
On Point IT Solutions  
Positive Spin  
Tampa Museum of Art  
VG IT Services  
We Think Marketing Group, Inc.



## Information Item

# Training Provider Updates

### **RENEWAL AGREEMENTS**

#### **Background and Information**

CareerSource Tampa Bay enters into a formal training provider agreement (the Agreement) with each of our approved training providers on the Eligible Training Provider List (ETPL). The Agreement requires the training provider to complete the “Initial Eligibility” period of at least one year and submit applications for “Continued Eligibility” every two years to maintain their eligibility as an approved training provider.

For continued eligibility, the training provider is required to provide the below, meet certain eligibility requirements and return a signed renewal agreement with relevant documentation to confirm that the continuing eligibility criteria is met.

- Provide most recent Florida Education & Training Placement Information Program (FETPIP) Reports to include enrollment, completion, retention, employment rates of students.
- Provide Training Provider Renewal Application.
- Provide Program Cost details (tuition, books, supplies and testing fees) and a copy of current catalog and schedule or website link with required information.
- Provide a copy of a valid license from the Commission for Independent Education (CIE), as applicable
- Provide current Liability Insurance with CareerSource Tampa Bay listed.
- Provide a copy of completed W-9 form.
- Remain in compliance with performance, financial and other mandated requirements.

The following CSTB approved training providers met the requirements for continued eligibility and have a renewal agreement:

<b>Training Provider Renewals</b>	<b>Agreement Period</b>
Herzing University	12/1/2022-6/30/2024
Applied Technology Academy	12/1/2022-6/30/2024
Tampa Medical College	12/1/2022-6/30/2024
Suncoast Career Academy	12/1/2022-6/30/2024
CNA Training and Testing Center dba Career Training Institute	01/01/2023-6/30/2024
Ultimate Medical Academy	01/01/2023-6/30/2024

## **PROGRAM CHANGES**

### **Background and Information**

CareerSource Tampa Bay requires training vendors to submit updated performance costs and data worksheets to report changes within approved training programs.

*University of South Florida* reported changes for the following programs:

<b>Program Name</b>	<b>Original Total Cost</b>	<b>Updated Total Cost</b>	<b>% change</b>	<b>Explanation</b>
<b>Paralegal Certificate</b>	\$5,695.00	\$5,835.00	2%	Cost of books increased.
<b>Project Management Professional (PMP)® Certification Prep</b>	\$1,195.00	\$1,395.00	17%	Cost of materials increased.

## NOTES:



## NOTES:



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